CHARLES OMEGA KIBULI

Remote Healthcare Operations Specialist · Prior Authorization · Medical Claims · Care Coordination

Nairobi, Kenya (remote; US Eastern, UK and EMEA hours) · charles@oghcglobal.com · linkedin.com/in/charlesomega · charles.oghcglobal.com

PROFILE

Registered Clinical Officer with 6+ years in health insurance operations (prior authorizations, claims adjudication and audit, utilization review, provider reconciliation and care management) and 3+ years of remote freelance work supporting North America-based healthcare companies through third-party firms. I verify eligibility and benefits, submit and follow up authorizations, audit bills for errors and keep every case moving until it is closed. Clinical training means I read diagnoses, treatments and medical necessity accurately, which means complete first submissions and fewer denials. Self-managed across time zones, with strong written English and advanced Excel, Power Query and Power BI.

US$500K+
provider statements reconciled across East Africa (≈ €440K · £360K)

US$46K+
billing errors found and resolved (≈ €41K · £34K)

5–10%
avoidable medical costs cut through utilization review

3+ yrs
remote work for US healthcare clients

CORE SKILLS

- **Prior authorization:** eligibility and benefits verification, authorization submission and follow-up, clinical documentation requests, denials, resubmissions and appeal preparation; familiar with the CMS Interoperability and Prior Authorization Final Rule (CMS-0057-F)
- **US payers and tools:** Medicare, Medicaid and commercial payers; payer portals (Availity, Optum, Carelon); EHR and practice-management systems; HIPAA-compliant handling of patient information
- **Claims and billing:** claims adjudication, itemised bill audits, ICD-10 coding validation, detection of over-servicing, unbundling, up-coding and duplicate billing, provider bill reconciliation and statement-of-account review
- **Care coordination:** pre-admission review, inpatient monitoring, discharge planning, case management for complex and high-cost cases
- **Data and insight:** advanced Excel (pivot tables, lookups, data checks), Power Query automation, Power BI dashboards, turnaround-time and cost-per-case tracking, insurance product reviews and member surveys
- **Remote work:** asynchronous written updates, live case trackers, email, phone and video calls; self-managed and deadline-driven

WORK EXPERIENCE

Remote Healthcare Operations Specialist (Freelance)
3+ years – Present

North America-based healthcare clients, contracted through third-party staffing firms · Remote

- Support US healthcare providers with insurance eligibility and benefits verification, prior authorizations and follow-up with Medicare, Medicaid and commercial payers.
- Work in payer portals and EHR systems to bring clinical and coverage information from several sources into complete, accurate records.
- Handle confidential patient information in line with HIPAA and client procedures, working US time zones.

Care Manager
Mar 2022 – Present

Medical Claims Analyst
Mar 2021 – Feb 2022

MIC Global Risks (Insurance Brokers) Ltd · Nairobi (Hybrid)

- Promoted from Medical Claims Analyst to Care Manager within 12 months.
- Manage 20–30 complex inpatient and high-cost cases a month for members of international health plans, from pre-authorization and admission to discharge and follow-up.
- As Claims Analyst, reviewed and adjudicated 150–200 medical claims a month for clinical accuracy, coding and policy compliance.
- Reconcile provider bills and review statements of account for major hospitals and clinics across East Africa on behalf of the insurer: over US$500K in provider statements reconciled, clearing disputed and outstanding balances.
- Found and resolved over US$46,000 in billing errors through line-by-line invoice checks and provider reconciliation.
- Utilization reviews and case audits cut avoidable medical costs by 5–10%.
- Coordinate daily with hospitals, specialists, international insurers and internal teams; onboarded and credentialed 5–10 new providers.

Strategic Partnerships & Business Development Consultant
Jan 2022 – Nov 2026

AfyaConnect Africa · Remote · Contract

- Led partnerships for AI-driven healthcare and claims solutions with hospitals, insurers and health-tech vendors across several markets.
- Ran pilots and ROI reviews and supported integration of AI tools into claims and provider workflows (HL7/FHIR-aligned).

Medical Claims Analyst / Auditor
Mar 2020 – Mar 2021

Medical Administrators Kenya Limited (Third Party Administrator) · Nairobi

- Processed 200+ medical claims and 150+ pre-authorizations a month, including admissions, extensions and discharges.
- Audited claims for medical accuracy, coding and policy compliance and resolved disputed claims with providers.

Registered Clinical Officer / Facility In-Charge
Jun 2019 – Mar 2020

Eco-Pharm Health Services · Nairobi

- Provided outpatient and inpatient care (20–30 patients a day) and supervised 7–10 staff.
- Handled pre-authorizations and claims with NHIF and private insurers (UAP, GA, Equity).

Clinical Officer Intern
Jul 2018 – May 2019

Vihiga County Referral Hospital

- Rotations in paediatrics, surgery, maternity, internal medicine, mental health, emergency and outpatient care.

KEY ACHIEVEMENTS

- Reconciled over US$500K (≈ €440K · £360K) in provider statements for major hospitals and clinics across East Africa.
- Found and resolved over US$46K (≈ €41K · £34K) in medical billing errors.
- Cut avoidable medical costs by 5–10% through utilization reviews and case audits.
- Built an Excel Power Query tool that turns an insurer's claims-statement PDFs into one clean, reconciled table, with duplicate flags and total checks.
- Reviewed insurance products and designed and ran member surveys for insurers, turning feedback into practical recommendations to improve cover and service.

EDUCATION AND REGISTRATION

BSc Health Systems Management and Development (in progress) – Amref International University, Nairobi — Expected Dec 2027

Diploma in Clinical Medicine and Surgery – Great Lakes University of Kisumu — 2017

Registered Clinical Officer – Clinical Officers Council of Kenya

TRAINING

- Underwriting Training – Now Health International (2021, 2025)
- Emergency Obstetric and Neonatal Care (EmONC) – 2019

ADDITIONAL INFORMATION

- Availability: full-time or part-time remote roles and fixed-scope projects; able to work US Eastern, UK and EMEA hours
- Languages: English (fluent, written and spoken)
- References: available on request