

Austin Health

Position Description



Position Title: Revenue Services Officer – PPL & Billing Team

Classification:	Administrative Worker Grade 2
Business Unit/ Department:	Finance, Patient Revenue Services
Agreement:	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE AGREEMENT 2021-2025
Employment Type:	Full-Time
Hours per week:	40 (including ADO)
Reports to:	Private Patient Liaison & Billing Team Leader
Direct Reports:	N/A
Financial management:	N/A
Date:	October 2022

About Austin Health

Austin Health is one of Victoria's major health services. We provide care across three campuses in Melbourne's north-east: Austin Hospital (including the Olivia Newton-John Cancer Wellness and Research Centre), Heidelberg Repatriation Hospital and the Royal Talbot Rehabilitation Centre, as well as in the community and at home.

We offer a range of specialist, state-wide services and we are internationally recognised leader in clinical teaching and training, offering tertiary health services and professional education with leading universities and research institutes.

We're renowned for our specialist work in cancer, infectious disease, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

Austin Health is committed to providing an inclusive culture where all employees can contribute to the best of their ability and strive to develop further. Find more at <http://www.austin.org.au>

Position Purpose

To support the effective delivery of the Finance service model, with the responsibilities of private patient liaison & billing for private and compensable patients.

Reporting to the PPL & Billing Team Leader, this role will be part of the Revenue Services Team to ensure that day-to-day PPL & Billing activity is completed accurately, timely and in accordance with Revenue Services processes, procedures and KPI's.

Purpose and Accountabilities

Role Specific:

- Early identification and appropriate classification of patients with eligible health fund or third-party cover.
- Encourage private inpatients to use their private health insurance and inform private patients of their rights and responsibilities. Ensure all claims for compensable patients have been correctly made. Contact Private Health Funds to determine eligibility cover and out of pocket costs.
- Identify patients who are eligible for coverage under compensable classifications (TAC, WCA, DVA) and submit claims on their behalf to the relevant agencies and educate the patient, carer, family or staff member regarding the benefits of pursuing under such classifications.
- Approach Ineligible Medicare Patients (Overseas Visitors) to identify Australian based insurance company and assist with billing documentation; where no Australian insurance is provided full payment of services upfront is sought or as a last resort, a payment plan as strictly required under Austin Health's policy and procedures.
- Liaise with Clinical areas and Doctors, to validate correct classification types for Private, Medicare Ineligible and Compensable Patients.
- Assist patients and Clinicians to provide necessary information to lodge a successful claim with the relevant health fund or other funding agency. This can include assisting patients and clinicians to complete any required forms.
- Maintain data integrity for all chargeable admissions. Patient Liaison Officers may be required to provide weekly and monthly reports on their activity to assist in the assessment of regular KPIs as they relate to Patient Fee Revenue.
- Identify Medicare Ineligible patients for immediate assessment of debt liability.
- Communicate and educate the patient, carer, family and/or staff member regarding the benefits to Melbourne Health of assigning Private Health Fund, Work Cover, TAC or DVA benefits.
- Work with the families of Medicare Ineligible patients to ensure their financial status is verified and/or where payment is required, facilitate both amount owing and a signed obligation to pay.
- Process billing transactions, accurately, efficiently and in a timely manner according to Revenue Services billing policies and procedures.
- Liaise with Medicare, health insurance funds, Transport Accident Commission (TAC), WorkCover (VWA), Veteran Affairs (DVA), Ineligible Overseas Visitors (insured & uninsured) to ensure correct billing.
- Liaise with hospital departments and relevant personnel to trouble shoot pre invoice errors.
- To work collaboratively with the PPL & Billing Team Leader to continuously improve systems, processes and procedures.
- Participate in staff meetings and ongoing learning activities
- Perform other duties/requirements as assigned by the Revenue Services Team Leaders.
- When needed provide backup and support to the Revenue Services Team Leaders.
- Special projects and other duties as allocated by the Revenue Services Team Leaders, or by the Revenue Services Manager

General:

- Provide support throughout all the Patient Revenue Services team functions and at all sites, in line with the Departments' multi skilling policy.
- Contribute to small projects within Austin Health's Project Management processes & procedures.
- Identify system issues and be involved in system testing; and
- Deliver exceptional customer service to patients, staff and third-party billing agents.
- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all Austin Health teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time.
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks; and
- Comply with the Code of Conduct.

Selection Criteria

Essential Knowledge and skills:

- A commitment to Austin Health values: Our actions show we care, we bring our best, together we achieve, we shape the future.
- Previous supervisor/team leader experience in Debt Management (Debt Follow-Up, Aged Debt Management, receipting and bank reconciliation);
- Demonstrated experience in PPL or Billing, preferably within private or public health service.
- Experience with PPL or Billing in a high-volume customer service office with demonstrated excellence in customer service.
- Demonstrated ability in the accurate and timely analysis and reporting on debt to agreed KPI's.
- Ability to work in a fast paced, data intensive transactional environment.
- Ability to maintain data accuracy.
- Demonstrated ability to identify new techniques for collecting overdue debts.
- Demonstrated initiative in continuous improvement of processes and procedures.
- Ability to maintain confidentiality.
- Computer literacy including Microsoft Office skills (Word, Excel, Outlook), billing and finance systems.
- Effective communication skills with demonstrated ability to develop and maintain positive professional relationships with various stakeholders across a range of organisation directorates.

- Demonstrated ability to problem solve.
- Demonstrated ability to implement change; and
- Demonstrated ability to work effectively and efficiently as part of a multidisciplinary team contributing positively to team outcomes.

Desirable but not essential:

- Familiarity of TrakCare and PBRC or other patient administration and billing systems.
- Knowledge of Medicare Benefits Scheme (MBS) and other private and compensable patients schedules of fees; and
- An understanding of the Australian healthcare system and knowledge of medical terminology.

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Applications from Aboriginal and Torres Strait Islanders are encouraged to apply. For more information about working at Austin Health, please follow this link to Austin Health's Aboriginal Employment website:

<http://www.austin.org.au/careers/Aborigineemployment/>

Document Review Agreement

Manager Signature	
Employee Signature	
Date	