

Position Title: Private Billing Officer

Campus: All
Directorate: Corporate Services
Department: Finance
Reporting to: **Manager- Private Billing**
Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Admin Grade 1 (HS1)
Enterprise Agreement: Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The position reports to the Manager – Private Billing and will be responsible for encouraging compensable admissions for patients who have such qualification and for the collection of all relevant documentation pertaining to the admission.

The role is responsible for raising patient accounts across Grampians Health and will also be required to follow up on outstanding debts. The role will also be responsible for educating both clinical and non-clinical staff on billing issues in order to achieve maximum benefit for Grampians Health.

KEY ACCOUNTABILITIES

- Reconciliations, End of Month processing, Journals, KPI Reports, Internal Audits and other financial tasks as required.
- Support as directed the Manager – Private Billing & Private Billing Senior to achieve key result areas identified for Revenue Services.
- Collect signed admission documentation, ensure that this is reviewed for completeness and accuracy before a patient account is raised (i.e. Medicare slips, election form, DVA slips, acute care certificates, pre-existing condition forms etc).
- Communicate with private and compensable patients to ensure that such claims have been correctly made as part of the patient billing process (i.e. paper-work and claims completed correctly).
- Maintain data integrity for private and compensable patient details, classification, admissions and invoices raised.
- Liaise with doctors and admission clerks to ensure that Grampians Health's Private Practice policy is adhered to.
- Liaise with Pathology and Radiology to maximise revenue associated with private and compensable patients and ensure that Grampians Health does not incur any costs which could be offset.
- Liaise with Nurse Unit Managers around private and compensable patients to maximise revenue.
- Establish and maintain excellent relationships with all stakeholders (including patients; insurance groups, TAC; WorkSafe; Doctors; colleagues)
- Raise all patient accounts as directed in terms of the Grampians Health Revenue Services billing framework.
- Follow up short-payments on invoices and resubmit outstanding information as required.
- Prepare & mail debtor reminder letters & Health Fund statements for unpaid invoices resubmit outstanding information as required.
- Hand over aged debts to external debt collector in accordance with Grampians Health policy.
- Liaise with external debt collector in order to be able to report statistical data and analysis in connection with debt collection as required.
- Participate in the Business Unit's projects and initiatives as directed.
- Provide statistical data and analysis as required.
- Provide an in-depth analysis of monthly billing – status, aging, statistics etc
- Change management including process improvement towards best practice;
- Being responsible along with Manager – Private Billing for developing key initiatives and performance indicators within the context of the growth of the business unit.
- Education of staff in the use of financial tools and systems.
- All other relevant tasks that may be set by the Finance management team.

KEY SELECTION CRITERIA

Essential:

- Experience in customer service or administration within a health service in the operation and management transaction services, particularly in a heavily regulated environment.
- Demonstrated experience and expertise in the delivery of revenue services within a complex organization
- Excellent organizational skills and the ability to meet competing deadlines
- Ability to analyze and problem solve when interpreting data
- Demonstrated ability to work accurately and effectively in a team environment
- High level interpersonal and communication skills

Desirable

- Knowledge of Medicare, Private Health insurance and other funder requirements and processes
- Experience in data manipulation and statistical analysis of large, complex datasets.
- Health industry experience with patient billing systems.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary a NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.

- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.