

# Position Description



## 1. General Information

<b>Position Title:</b>	Contract Manager
<b>Division/Department:</b>	Strategy and Performance
<b>Position Reports to:</b>	Group Director Health Partnerships
<b>Enterprise/Individual Agreement:</b>	Individual Agreement
<b>Classification/Grade:</b>	NA
<b>Location:</b>	Epworth Head Office – Richmond, Victoria
<b>Employment Status:</b>	Full Time
<b>Resource Management</b> (for Management positions only) <b>Number of Direct Reports:</b> <b>Budget under management:</b>	3 Direct Reports
<b>Key Relationships - internal and external</b>	Group Director Health Partnerships Health Fund Compliance Manager Health Fund Compliance Officer Casemix Analyst Divisional Executive Teams – including Business/Finance Managers & Operations Managers Patient Revenue Audit & Compliance Manager Director Financial Planning, Analysis & Insights Group Financial Controller Group Manager HIS & Patient Revenue Coding Managers, Educators and Auditors Group Manager Prosthesis and Loans Health Fund Contract Managers (external) Health Fund Clinical/Audit staff (external)

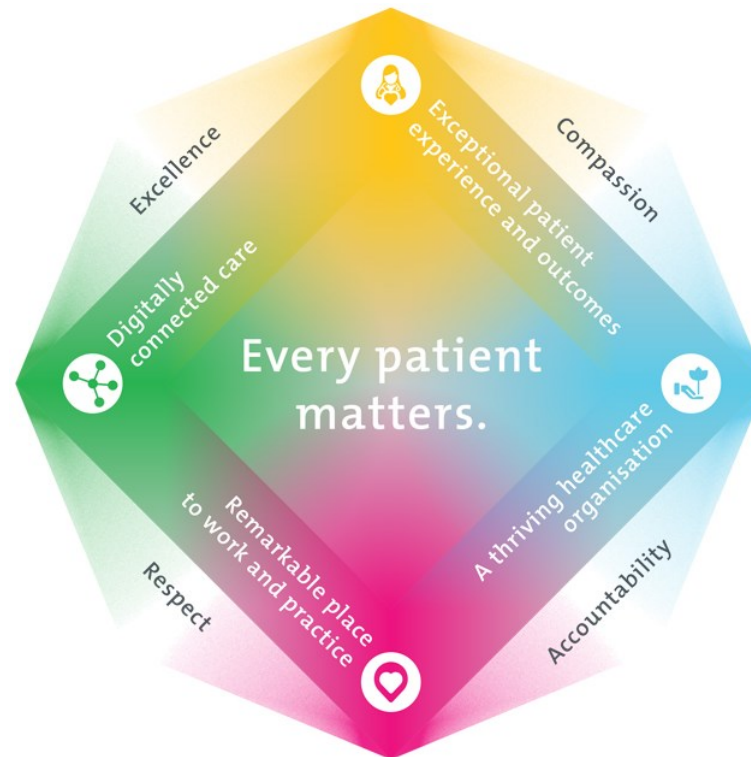
## 2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Respect, Excellence, Community, Compassion, Integrity and Accountability. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters. We strive to improve health outcomes and experience through compassion, collaboration, learning and Innovation. Our Vision is Caring for People. Innovating for a healthy community.

### 3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

**Exceptional patient experience and outcomes** - To empower our patients and deliver compassionate, expert and coordinated care.

**A thriving healthcare organisation** - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

**Remarkable place to work and practice** - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

**Digitally connected care** - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

## 4. Purpose of the Position

The Compliance and Contract Manager will be responsible for:

- Managing health fund audit processes and responses; and
- Working with Epworth hospitals' management teams to ensure that Epworth receives its optimal revenue entitlement from each funder (Health, Compensable, etc.) contracts.
- Supporting the Group Director Health Partnerships with funder contract negotiations;

In addition to working closely with the Group Director Health Partnerships in fostering productive relationships with health funds, the Contract Manager will also forge close relationships with business managers and operational staff at Epworth sites to ensure health fund contract compliance and optimised revenue. They will also manage the team responsible for assessing, reviewing and replying to health fund audits.

The Compliance and Contract Manager will also:

- Resolve contractual disputes with funders;
- Be Epworth's representative in key industry forums, including the National Procedure Banding Committee;
- Be responsible for assessing and managing the impact of MBS item changes on the business;
- Be responsible for funding applications to health funds for new treatments/programs/services;
- Identify opportunities for process improvements and revenue optimisation within the areas of patient revenue, clinical coding and contract compliance; and
- Run internal training sessions with key staff on contractual and/or regulatory changes.

## 5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centered care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<b>Leadership and culture</b>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<b>Consumer Partnerships</b>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<b>Effective Workforce</b>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<b>Clinical Safety and Effectiveness</b>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<b>Risk Management</b>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

## 6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<b>Health Fund Audits</b> <ul style="list-style-type: none"> <li>Manage the output and performance of the health fund audit team</li> <li>Co-ordinate and lead the analysis of all claims audits and admission validity issues.</li> <li>Ensure appropriate policies and processes are in place to manage health fund audits and that these are complied with; and</li> <li>Managing day-to-day relationships with contract managers regarding funder audits and Epworth's response to these.</li> <li>Ensure that Epworth provides information requested by all funders when requested to support the timely payment of outstanding invoices and/or for the resolution of disputes.</li> <li>Identify opportunities for process improvements to reduce the future impact of health fund audits.</li> </ul>	<ul style="list-style-type: none"> <li>Identification of process improvements to reduce funder audit impact</li> <li>Reduction in volume and value of funder audits in key categories over time based on process improvements</li> <li>No unresolved health fund audits that don't meet health fund contractual timeframes.</li> <li>Avoidance of payment offsets for unresolved fund audits.</li> </ul>

<p><b>Optimisation of Revenue</b></p> <ul style="list-style-type: none"> <li>• Work closely with hospital management teams to ensure that each site understand key aspects of funding contracts such that Epworth receives its appropriate revenue entitlement.</li> <li>• Communicate key claims refunds issues to business units and suggest improvements to operational and system processes to minimise claims refunds in the future;</li> <li>• Identify and undertake improvement opportunities to optimise Epworth revenue through coding, billing and/or clinical documentation processes improvements;</li> <li>• Maintain and update contract “Ready Reckoners” to disseminate throughout the business on key clinical and commercial contract terms;</li> <li>• Liaise with other business units/departments of Epworth HealthCare, as required, regarding issues such as: <ul style="list-style-type: none"> <li>○ Contract compliance processes;</li> <li>○ Education regarding key contract requirements and changes resulting from negotiations; and</li> <li>○ Patient Informed Financial Consent (IFC) processes;</li> </ul> </li> <li>• Work with Health Information, and Patient Revenue to optimise the revenue for Epworth HealthCare through the provision of contract advice support to ensure optimal coding and billing practices;</li> <li>• Represent Epworth on National Procedure Banding Committee; and</li> <li>• Review/assessment of MBS item number changes on behalf of Epworth.</li> </ul>	<ul style="list-style-type: none"> <li>• Reduction / limit to increases in audit refunds for key categories of refunds</li> <li>• Improvement in revenue rate, where traceable</li> <li>• Issue of “Ready Reckoners” to sites and re-issue after every contract update</li> </ul>
<p><b>Contract Management</b></p> <ul style="list-style-type: none"> <li>• Manage the day-to-day relationship with contract managers from funders</li> <li>• Develop and maintain strong relationships with contract managers to foster equitable negotiations and dispute resolution;</li> <li>• Deal with queries and resolve issues as they occur, including: <ul style="list-style-type: none"> <li>○ Queries/issues from health funds and other purchasers;</li> <li>○ Queries/issues from Epworth HealthCare operational sites; and</li> <li>○ Queries/issues from Epworth HealthCare central services (e.g. Health Information Services, Patient Revenue, etc.);</li> </ul> </li> <li>• Provide day-to-day assistance with contract clause interpretation and application;</li> <li>• Manage the submission of quality/KPI data required by all funders;</li> </ul>	<ul style="list-style-type: none"> <li>• Regular meetings with contract managers from all major funders, including major health funds</li> <li>• Number of unresolved health fund disputes</li> <li>• Number of health funds issues resolved vs escalated to the Group Director Health Partnerships</li> <li>• Compliance with health fund data submission/KPI deadlines</li> <li>•</li> </ul>

<ul style="list-style-type: none"> <li>• Liaise with other business units/departments of Epworth HealthCare, as required;</li> <li>• Co-ordinate the provision of new treatments/programs/services briefs to assist in obtaining funding from health funds; and</li> </ul> <p>Communicating key contract changes and ensuring that hospital processes are sufficient to monitor and manage contract compliance.</p>	
<p><b>Contract Negotiations</b></p> <ul style="list-style-type: none"> <li>• Support the Group Director Health Partnerships during contract negotiations with health funds and compensable insurers, as required;</li> <li>• Maintain an ongoing log of material contract issues (by fund) that require addressing during upcoming contract negotiations;</li> <li>• Discuss contract clause issues with business units in advance of contract negotiations to gain feedback and assist with drafting of updated clauses;</li> <li>• Maintain appropriate data and analysis to support the development of strategies for each contract negotiations</li> <li>• Review and mark-up draft health fund contracts received as part of each contract negotiation; and</li> <li>• Manage a log of all negotiation issues and their status during each negotiation.</li> </ul>	<ul style="list-style-type: none"> <li>• Negotiated outcomes are within, or exceed, pre-agreed parameters</li> </ul>
<p><b>Safety and Wellbeing</b></p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> <li>• All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</li> <li>• Integrate and review OHS performance in staff PDPs</li> <li>• Ensure all direct reports are held accountable for safety performance and actions</li> </ul>	<ul style="list-style-type: none"> <li>• Adhere to infection control/personal hygiene precautions</li> <li>• Implement and adhere to Epworth OHS policies, protocols and safe work procedures</li> <li>• Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours</li> <li>• Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes</li> <li>• Mandatory training completed at agreed frequency</li> </ul>

## 7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<b>Desirable</b> <ul style="list-style-type: none"> <li>Diploma or university degree in the field of business, health administration or health information management</li> </ul>
Previous Experience	<ul style="list-style-type: none"> <li>Minimum 5 years relevant related work experience – healthcare related</li> <li>Experience in private healthcare – health insurance and/or hospital providers</li> <li>Experience in understanding of private healthcare revenue and health fund contracting</li> <li>Experience with, or knowledge of, clinical coding, DRGs, MBS item numbers and private health insurance policies</li> </ul>
Required Knowledge & Skills	<ul style="list-style-type: none"> <li>Knowledge of health care funding models</li> <li>Understanding of casemix and casemix analysis</li> <li>Practical experience with reporting tools, clinical patient data systems and patient management systems, e.g. iPM</li> <li>Able to exercise independent judgment and take action on it</li> <li>Excellent analytical, mathematical, and creative problem-solving skills</li> <li>Strong customer service orientation</li> <li>Involved in solving immediate need problems and requests</li> <li>Excellent comprehension (IT technical and/or general) of verbal (English Language) and written (English Language) instructions, processes, procedures and policy</li> <li>General knowledge of networks, hardware, operating systems, and applications</li> <li>Ability to communicate ideas in both technical and layman-friendly language</li> </ul>
<b>Personal Attributes &amp; Values</b>  All employees are expected to consistently work in accordance with Epworth's values and behaviours <ul style="list-style-type: none"> <li>Respect</li> <li>Excellence</li> <li>Compassion</li> <li>Community</li> <li>Integrity</li> <li>Accountability</li> </ul>	<ul style="list-style-type: none"> <li>Excellent listening and interpersonal skills, written and oral communication skills</li> <li>Honesty and Integrity</li> <li>Positive attitude</li> <li>Results oriented self-motivated and able to work autonomously in a fast pace environment</li> <li>Logical and efficient</li> <li>Ability to manage priorities and meet deadlines</li> <li>High level of emotional maturity</li> <li>Internal and external "customer service" focus</li> <li>Can work independently as well as contributing to a team</li> </ul>



# Position Description



## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
February 2021	July 2024	Paul Haratsis – Group Director Health Partnerships

## 8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_