

Position Description



1. General Information

Position Title:	Patient Revenue Officer-Advanced (Medical Billing)
Division/Department:	Geelong, Management
Position Reports to:	Manager - Medical Billing & Practice Support
Enterprise/Individual Agreement:	Epworth HealthCare Health and Allied Services Enterprise Agreement 2018
Classification/Grade:	PROA1
Location:	Geelong
Employment Status:	Part Time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	NA
Key Relationships - internal and external	• Patients, inclusive of family member(s) & visitors • Medical staff and VMOs • Epworth HealthCare staff and members of the public

2. Overview of Epworth HealthCare

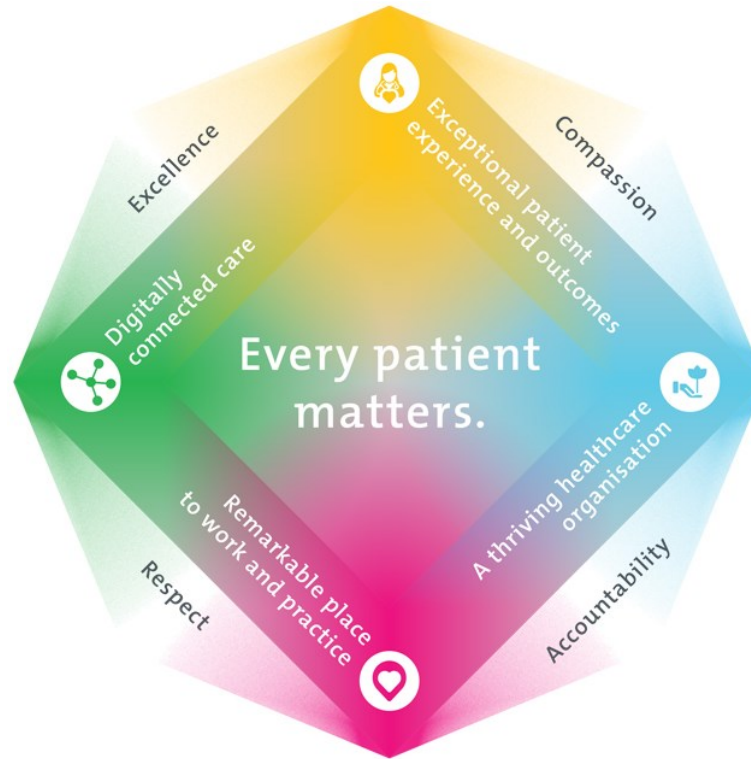
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our 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 Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian 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

Working under direct supervision of the Manager – Medical Billing and Practice Support, this position will primarily be responsible for supporting the department in the provision of accurate and efficient billing & receipting for both inpatient and outpatient medical services accounts. The Patient Revenue Officer (Billing), will ensure that all relevant documentation is accurate and received prior to billing. Working within a team-based framework, this position will contribute to the overall performance of the hospital and display Epworth's Values & Behaviours on a daily basis.

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-centred 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
<i>Leadership and culture</i>	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.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	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.
<i>Risk Management</i>	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
Operational Requirements • Demonstrates behaviours in accordance with legislative and common law requirements • Demonstrate empathy and compassion to patients and their family, colleagues and VMOs. Respect and uphold the dignity and rights of consumers, relatives, carers, colleagues and members of the community • Maintain patient confidentiality as prescribed by the relevant Acts and organisational policies and protocols • Process medical billing for various types of medical services which will include- Emergency Department, ICU, Surgical Assistants and Cardiac Diagnostic Services and any other department as requested • Process payments promptly and follow up any unpaid and/or rejected items as required with Medicare, Health Funds, DVA, TAC, Workcover or any other relevant agency or organisation • Perform regular debtor follow-up including any required investigations and resubmissions for unpaid invoices whilst maintaining financial accountability • Effectively report to the Manager any unpaid invoices or outstanding debtors on a routine basis • Provides excellent customer service and billing knowledge to consultants and patients of the Sessional Suites and other departments • Assist the Manager to establish and maintain a departmental procedure manual • Well-developed organisational skills with an innovative & pro-active attitude while managing and prioritising workloads effectively • Ability to set priorities, work under pressure and without direct supervision • Development of working relationships with other hospital departments	• Compliance with mandatory and department specific competencies every 12 months or as prescribed • Compliance with legislative and common law requirements • Patient and customer service satisfaction surveys to be within organisational targets • Sound relationships developed and maintained with customers • Compliance with Information Privacy Act (2000) and the Health Records Act (2000) • Compliance with EEO & Social Media Policies and Protocols of Epworth HealthCare • All medical day-to-day items are billed and/or actioned efficiently • Billing accuracy KPI is achieved • Ensure the KPI for daily billing is achieved • Payments are correctly processed and meets KPI timeframe • Maximisation of revenue • Ensure all billable items are captured and investigated if required • Achieve debtor collection KPI • Debtor reporting provided to Manager (or delegate) on an agreed routine basis

Customer Service • Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers • Sound relationships developed and maintained with customers and stakeholders	• Build customer relationships with doctors, patients, internal and external service providers and promote a culture of excellence in customer service • Proactively escalates concerns when necessary to ensure resolution of any current or potential breakdown in processes and systems that impact customer service • Consistently meet or exceed the expectations of our colleagues, VMOs, patients and customers at all times
Team Work • Provides positive and constructive feedback to others team members • Actively participates as a member of the team • Develop and maintain professional relationships across Epworth Group with specific relation to coding, billing and patient revenue	• Attends and actively participates in department and team meetings • Feedback from team members, consultants and management
Quality Improvement • Strives to consistently improve service delivery • Provides suggestions, and feedback on quality activities • Actively participates in quality improvement activities within the department	• Evidence of participation in quality activities • Improved customer service • Improvement in performance of unit and Epworth healthcare site • Show a proactive attitude in reviewing, supporting and implementing relevant improvements into the operation of the service
Personal and Professional Development • Participates in prescribed performance development system annually • Evaluates personal performance and plans self-development • Participates in the orientation of staff	• Completion of annual performance appraisal • Evaluates personal performance and plans self-development with assistance from Manager • Strive for the ongoing acquisition of new knowledge, skills and competence • Training of staff in department specific activities/procedures (when requested by MMBPS)

Safety and Wellbeing Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	- Comply with all Epworth's OHS policies, protocols and safe work procedures at all times - Ensure your actions do not put yourself or others at risk (as per Sections 21 & 22 under the OHS Act 2004) - Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan - Participate in and complete mandatory safety training on an annual basis and as required - Actively participate and contribute to the OHS consultation processes
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7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Desirable - Qualification in Customer Service - Qualification in Finance &/or Billing
Previous Experience	Essential - Experience in a similar role or in the health insurance industry - Strong customer focus - Medicare and Health Fund rulings and billing interpretations Desirable - Sound working knowledge of Genie & iPM
Required Knowledge & Skills	Essential - Excellent computer skills including all MS Office products and the ability to learn specialist programs used within the Department - Relationship and people management skills - Highly developed written and verbal communication skills - Excellent time management, interpersonal and organisational skills - Lateral thinking, problem solving & decision making skills Desirable - Experience and able to liaise with Consultants and fellow staff
Personal Attributes & Behaviours All employees are expected to consistently work in accordance with Epworth's values and behaviours.	Essential - Demonstrates responsibility for own professional development - Belief in patient-centred care - Committed to providing a safe environment for patients & staff - Professional work ethic and presentation - Practices within the ethos of the Epworth HealthCare Values & Behaviours - Self-motivated and self-directed

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
April 2016	July 2022	Manager-Medical Billing & Practice Support, Epworth Geelong

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: _____