

Position Description



1. General Information

Position Title:	Contracts Auditor
Division/Department:	Strategy and Performance
Position Reports to:	Group Director Health Partnerships
Enterprise/Individual Agreement:	Individual Agreement
Classification/Grade:	N/A
Location:	Epworth Head Office – Richmond, Victoria
Employment Status:	Full Time
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	N/A
Key Relationships - internal and external	Group Director Health Partnerships Data Reporting Manager Group Manager HIS & Patient Revenue Coding Managers, Educators and Auditors Divisional Business & Finance Managers Divisional Clinical Operations Managers Group Manager Prosthesis and Loans Health Fund Clinical and Audit staff

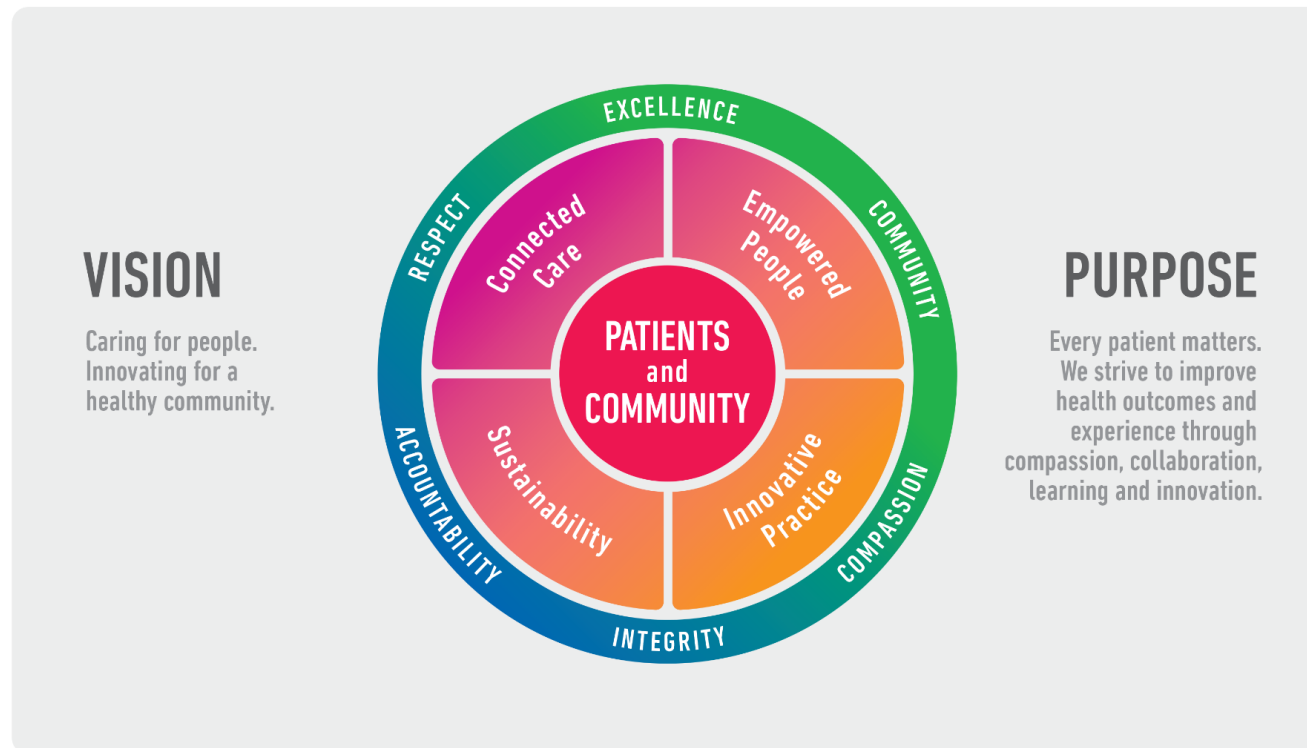
2. Overview of Epworth HealthCare

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.
Connected Care – Partner with our patients and doctors to provide high-quality care through an integrated, holistic experience tailored to their needs and choices
Empowered People – Enable and empower our people and teams to be their best and make a difference to the patient experience
Innovative Practice – Informing and enabling health within our community through encouraging the ideas of our people and finding new and better ways to care and support care delivery
Sustainability – Be accountable to use resources wisely; to ensure organisational and environmental sustainability, enhance access, support the patient journey and create greater capacity for care.

4. Purpose of the Position

The Health Fund Compliance and Data Reporting Officer will support the Data Reporting Manager and Contract Manager to ensure that hospital claims comply with health fund contracts and provide advice on health fund claim audits, oversee the submission of health information data and other contract issues.

The Health Fund Compliance and Data Reporting Officer will:

- Support the Contract and Education Manager in review/process health fund audits:
 - Analyse health fund claim audits against clinical documentation and health fund contract clauses.
 - Liaise with Patient Revenue, clinical coders and other operational management as necessary to determine agreement (or not) with the health fund audit request.
 - Formulate valid and justified responses to clearly communicate audit outcomes with health fund auditors and Epworth divisional management.
 - Identify opportunities for process improvements in relation to health fund audits and billing practices.
- Identify opportunities for revenue optimisation and contract compliance.
- Support the Data Reporting Manager with data submissions:
 - of all Epworth HealthCare Campuses – Acute & Rehabilitation Divisions. This role will focus on the timely and accurate submission of HCP, PHDB, PRS/2, ANSNAP, AROC, Cancer Registry data to external stakeholders to meet legislative and contractual obligations.

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
<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
<p>Health Fund Audits:</p> <ul style="list-style-type: none"> • Work independently and collaboratively, when required, to review health fund audits, including: <ul style="list-style-type: none"> ○ General claims audits; ○ Readmissions; ○ Coding audits; ○ Special Care Units – i.e. ICU, CCU, Special Care Nursery; ○ MBS rules/mismatches; ○ Type B/C audits; and ○ Prostheses. • Knowledge of key health fund contract clauses relating to common audit areas – e.g. readmissions, special care units, etc. • Liaise with other Epworth staff to resolve health fund audit issues – e.g. clinical coders, clinical management, prostheses team, etc. • Liaise with health funds to agree timeframes for timely completion of audits. • Identify audit trends and opportunities for process improvements to reduce the volume/impact of future audits. 	<ul style="list-style-type: none"> • Ensure contractual deadlines for completion of audits are met. • Quarterly reporting of key audit trends and results. • Quarterly process improvement suggestions resulting from previous quarter’s audits. • Reporting on the value of audits received from health funds vs refunds processed (i.e. the success in challenging audit claims). • Development of effective working relationships with internal & external stakeholders.
<p>Revenue Assurance:</p> <ul style="list-style-type: none"> • Identify opportunities for revenue assurance and contract compliance, including: <ul style="list-style-type: none"> ○ Minimising future health fund audits (volume and value) through new processes or procedures; ○ Opportunities to improve patient services/billing practices to reduce audit impact; and ○ Opportunities to improve health fund contracting in upcoming contract negotiations. ○ Support health fund contract negotiations, as required. 	<ul style="list-style-type: none"> • Quarterly reporting of revenue assurance opportunities for discussion with the Contract and Education Manager and Group Director Health Partnerships.

Data Reporting Requirements:

- Timely submission of HCP and ANSNAP data to all Health Funds and reconciliation of errors as required
 - Timely submission of inpatient data to the Private Hospital Data Bureau (PHDB) at the Commonwealth Government Department of Health, and reconciliation of errors as required
 - Timely reporting of VAED (PRS2) data to the Victorian Department of Health and Human Services and reconciliation of errors as required
 - Timely reporting of AROC data to the Australasian Rehabilitations Outcomes Centre at the University of Wollongong, NSW and reconciliation of errors as required
 - Timely reporting of Cancer Registration data to the Victorian Cancer Registry and reconciliation of errors as required
 - Coordinate system changes for any stakeholder revisions to data reporting requirements with the IS Department
 - Devise and implement an education program for all Epworth HealthCare Campuses to minimise data entry errors and improve the quality of data reported to external stakeholders
 - Coordinate with the IS Department to implement automated business intelligence solutions to internal stakeholders
 - Establish and deliver on priorities and without direct supervision
- HCP, PRS/2, ANSNAP and PHDB data is sent to the relevant stakeholders within 42 days post the end of the month, to be undertaken on a monthly basis with a data quality and critical error free score of at least 95% (funder dependent).
 - DVA HCP is submitted to the Department of Veterans Affairs within 42 days post the end of the month.
 - AROC data is submitted quarterly to the University of Wollongong, Sydney with a data quality score and critical error free rate of 95%.
 - Cancer Registry data is submitted to the Victorian Cancer Registry
 - Ad Hoc requests for HCP and ANSNAP information are responded to and completed within 5 business days

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p>Desirable</p> <ul style="list-style-type: none"> • Diploma or university degree in the field of health administration, health information management, nursing or other health-related discipline
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Experience in private/public hospitals and healthcare funding systems <p>Desirable</p> <ul style="list-style-type: none"> • Minimum 3 years post-graduate clinical experience • Relevant experience with, or knowledge of, clinical coding data, MBS item numbers, DRGs, and medical record documentation • Understanding of prostheses and medical devices • Knowledge of private health insurance • Understanding of nature of contracts between private hospitals and health insurers • Previous clerical experience in a hospital setting in HIS or Patient • Previous experience using iPM • Proficient knowledge of data reporting requirements
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> • Able to exercise independent judgment and act on it • Ability to analyse medical data and interpret in the context of contractual arrangements • Excellent analytical and creative problem-solving skills • Excellent comprehension (IT technical and/or general) of verbal and written instructions, processes, procedures and policy • Competence and skill using Microsoft Office products, particularly Excel and Microsoft Teams/Zoom <p>Desirable</p> <ul style="list-style-type: none"> • Knowledge of ICD-10-AM and ACHI codes, AR-DRGs and MBS item numbers • Proven practical experience with reporting tools, clinical patient data systems and patient management systems i.e. iPM

Position Description



<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth’s values and behaviours</p> <ul style="list-style-type: none"> • Respect • Excellence • Compassion • Community • Integrity • Accountability 	<ul style="list-style-type: none"> • Excellent listening and interpersonal skills, written and oral communication skills • Attention to detail • Honesty and Integrity • Positive attitude • Results oriented self-motivated and able to work autonomously in a fast-paced environment • Logical and efficient • Ability to manage priorities and meet deadlines • High level of emotional maturity • Internal and external “customer service” focus • Can work independently as well as contributing to a team
--	---

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
September 2024	New role	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: _____