

Position Description



1. General Information

Position Title:	Health Fund Compliance Coordinator
Division/Department:	Health Partnership
Position Reports to:	Health Fund Contract Manager
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 Health Fund Contract Manager Health Fund Compliance Officer Group Manager HIS & Patient Revenue Coding Managers, Educators and Auditors Divisional Business & Finance Managers Divisional Clinical Operations Managers Group Manager Prosthesis and Loans Other Health Fund Compliance Managers Health Fund Clinical and Audit staff

2. Overview of Epworth HealthCare

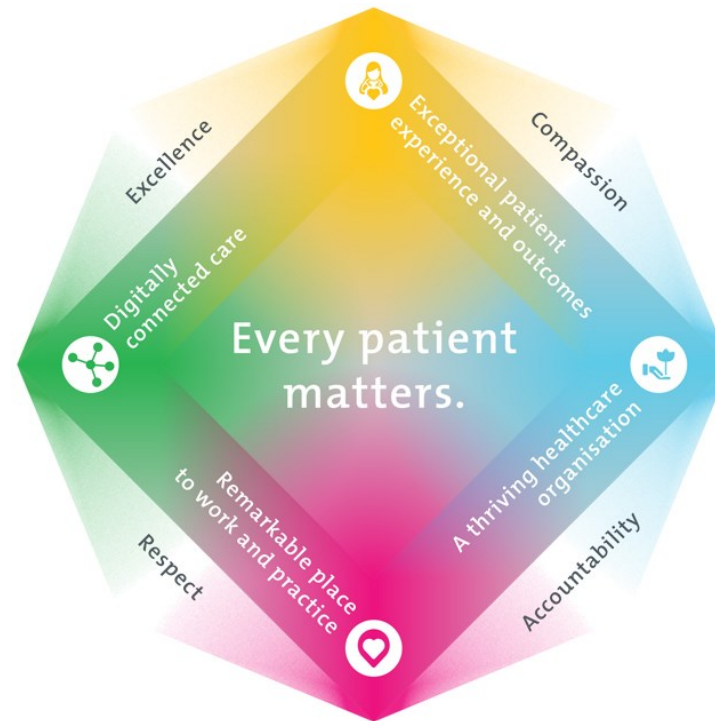
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our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

The Health Fund Compliance Coordinator will support the Health Fund Contract Manager to ensure that hospital claims comply with health fund contracts and provide advice on health fund claim audits and other contract issues.

The Health Fund Compliance Coordinator will:

- 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.
- Provide training to Patient Revenue, operational staff and management in relation to contract compliance and health fund audit processes.
- Support Patient Revenue in reviewing and assessing the collectability of unpaid health fund accounts, including the provision of clinical information to support the payment of those accounts.
- Identify opportunities for revenue optimisation and contract compliance.

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
Leadership and culture	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.
Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
Effective Workforce	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	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.
Risk Management	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. • Provide training to clinical staff on key aspects of health fund contracts to minimise the 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>Training:</p> <ul style="list-style-type: none"> • Provide training to Patient Revenue, operational staff and management in relation to: <ul style="list-style-type: none"> ○ Contract compliance – e.g. ICU/CCU requirements. ○ Opportunities for improvement resulting from health fund audit processes and trends. 	<ul style="list-style-type: none"> • Execution of annual training program. • Site contract compliance within areas of training – e.g. ICU/CCU.

<p>Collection of Receivables:</p> <ul style="list-style-type: none"> • Support Patient Revenue in reviewing and assessing the collectability of unpaid health fund accounts, including the provision of clinical information to health funds to support the payment of those accounts. • Liaising with operational divisions, as required, to obtain the necessary information to support the payment of outstanding accounts. 	<ul style="list-style-type: none"> • Support the achievement of Debtors 60-90 days' KPI. • Support the achievement of Debtors 90+ days' KPI.
<p>Revenue Optimisation:</p> <ul style="list-style-type: none"> • Identify opportunities for revenue optimisation 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 optimisation opportunities for discussion with the Health Fund Contract Manager and Director Health Contracts.
<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • Provide excellent, helpful service to patients, visitors and staff. • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's (customers) expectations and issues 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Issues are escalated to the manager and resolved in a timely manner

Safety and Wellbeing Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace <ul style="list-style-type: none"> Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan 	<ul style="list-style-type: none"> Adhere to infection control/personal hygiene precautions Implement and adhere to Epworth OHS policies, protocols and safe work procedures Mandatory training completed at agreed frequency
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7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Essential <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	Essential <ul style="list-style-type: none"> Experience in private/public hospitals and healthcare funding systems Minimum 5 years post-graduate clinical experience Desirable <ul style="list-style-type: none"> 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
Required Knowledge & Skills	Essential <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

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	Desirable <ul style="list-style-type: none">• Knowledge of ICD-10-AM andACHI codes, AR-DRGs and MBS item numbers• Proven practical experience with reporting tools, clinical patient data systems and patient management systems i.e. iPM
Personal Attributes & Values <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none">• Compassion• Accountability• Respect• Excellence	<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 pace 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):
February 2023	November 2025	Health Fund Contract Manager

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: _____