

POSITION DESCRIPTION

Position Title:	Private Billing Manager
Business Unit/Department:	Finance Department
Division:	Finance
Award/Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers)
Classification:	HS5
Reports To:	Revenue Manager
Direct Reports:	3 FTE
Date Prepared/Updated:	March 2024

Position Purpose
<p>The Private Billing Manager is responsible for the strategic management, oversight, and continuous improvement of private patient billing and private practice operations across Western Health. This role ensures compliance with relevant legislation, Medicare and private health fund requirements, and hospital policies while optimizing revenue opportunities.</p> <p>Acting as a key liaison between finance teams, clinical areas, health funds, and regulatory bodies, the Private Billing Manager ensures that private billing practices align with the policies and procedures, industry best practices, and evolving healthcare regulations. This includes overseeing the accreditation process for clinicians with Rights of Private Practice, developing and maintaining efficient billing workflows, and implementing strategies to enhance financial performance.</p>
Business Unit Overview
<p>The role of the Revenue Services team is to oversee the accounts receivable operations of Western Health. This involves the processing of billing, managing revenue collections, and processing payments through a range of systems. Our primary objective within Revenue Services is to implement prompt and efficient strategies to optimise revenue, while ensuring compliance in accordance with relevant legislation and guidelines whilst maintaining excellent patient service in accordance with Western Health's CARES values.</p>
Key Responsibilities
<p><i>At Western Health our vision for quality care and services is that each of our patients receives 'Best Care' with us, every time.</i></p>

Our Vision

Together, Caring for the West
 Patients – Employees – Community – Environment

To enable 'Best Care' all employees are required to:

- Scan for and act on opportunities to create Best Care
- Model positive and proactive attitudes and behaviours that support the dimensions of Best Care
- Collaborate on achieving the goals for Best Care with other employees and patients/consumers

Other role accountabilities include:

- Leading and managing the Private Practice Coordinator and Private Practice team staff to ensure efficient administration and coordination of private practices within the hospital.
- Have extensive knowledge of the Commonwealth Health Insurance Act, Medicare Benefits Schedule (MBS) and the National Health Reform Act (NHRA) and monitor the direction of potential changes in health funding and position Western Health to minimise risk or capture opportunities to add value.
- Overseeing the accreditation process for clinicians with Medicare and private health funds, ensuring compliance with all regulatory and financial requirements.
- Developing, implementing, and maintaining best-practice billing procedures to maximise revenue and ensure accuracy in patient billing and claims processing.
- Liaising with clinicians, finance teams, and external stakeholders to facilitate the seamless operation of private practice arrangements.
- Monitoring and ensuring compliance with governing legislation, health fund agreements, and hospital policies related to private billing and practice management.
- Providing financial analysis and reporting on private billing performance, identifying opportunities for process improvements and revenue growth.
- Supporting the Revenue Manager in planning and implementing initiatives related to the expansion of private practice services within the hospital.
- Managing dispute resolution processes for billing inquiries from patients, health funds, and clinicians.
- Conducting staff training and education to ensure adherence to billing processes and compliance standards.
- Develops, implements and evaluates strategies, policies and systems to support revenue initiatives.
- As directed by the Revenue Manager, participates in and supports committees, working parties and project teams involved with revenue projects, to facilitate reform and provide specialist revenue policy and planning advice.
- Regularly identify and implement ways to improve service and administration relevant to accounts receivable functions
- Demonstrate an understanding of the principles of quality assurance and continuous improvement
- Ability to analyse data to provide timely feedback relevant to the analysis
- Demonstrate a commitment to the patient 'Charter of Healthcare Rights'
- Comply with the expected standards of performance in the role as described by the relevant professional bodies/industry standards
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience
- Comply with confidentiality obligations with regard to patients, consumers and colleagues
- Comply with all Western Health policies and procedures
- Liaise and interact professionally with internal and external service providers of Western Health.
- Engage in collaborative working relationships.
- Participating in system/process improvement and development for the Revenue department.
- Demonstrate initiative to maintain knowledge of latest changes to legislation in relation to the revenue portfolio
- Identify opportunities for improvement in the patient billing cycle.
- Following procedures developed to perform tasks efficiently, defining and standardising tasks
- Leading and presenting Private Practice billing performance and strategic initiatives in leadership forums

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Leadership/ Behavioural Capabilities

Decision quality: Making good and timely decisions that keep the organization moving forward.

Action Orientated: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.

Ensures Accountability: Holding self and others accountable to meet commitments.

Customer Focus: Building strong customer relationships and delivering customer-centric solutions.

Instils Trust: Gaining the confidence and trust of others through honesty, integrity, and authenticity.

Demonstrates Self-awareness: Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses.

Collaborates: Building partnerships and working collaboratively with others to meet shared objectives.

Communicates Effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Finance Department
- IT
- Ward Staff
- Medical Practitioners
- Ward Clerks
- Performance Unit
- Health information

External:

- Patients and their carers
- Community Services.
- Private Health Funds
- Medicare
- Department of
- Work Cover / TAC
- Third Party Debtors
- Ad-hoc stakeholders and vendors

Selection Criteria

Essential

- Must have previous experience in a senior/leadership position

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- Must have previous experience in Health Finance
- Experience in a Private Practice/Medicare Bulk Billing, desirably in a leadership position
- Extensive knowledge of the Medicare Benefits Schedule
- Understanding of the National Health Reform Act (NHRA)
- Excellent computer skills and advanced excel skills including developing reports
- High level accuracy & attention to detail, excellent numeric skills
- Demonstrated ability to work effectively in a team environment
- Excellent communication skills
- Well-developed analytical and problem solving skills
- Ability to provide timely feedback in relation to matters requiring escalation

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: [Click here to enter the Employee's name.](#)

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Employee's Signature:

Date:

[Click here
to enter a
date.](#)

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