

## POSITION DESCRIPTION

<b>Position Title:</b>	Revenue Service Officer
<b>Business Unit/Department:</b>	Revenue Services
<b>Division:</b>	Finance
<b>Award/Agreement:</b>	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
<b>Classification:</b>	Grade 2 – Level 1 to Level 5 (HS2 to HS21)
<b>Reports To:</b>	Revenue Supervisor & Revenue Manager
<b>Direct Reports:</b>	N/A
<b>Date Prepared/Updated:</b>	1 August 2023

### Position Purpose

The Revenue Services Officer (RSO) is responsible for performing billing and collections for Western Health's patient related accounts and third party debtor activity in accordance with Western Health's CARES values. The RSO is responsible for participating and contributing to the performance of their portfolio, providing timely feedback regarding any issues that require escalation, progress of the portfolio, budget and KPI's and developing initiatives to improve portfolio efficiencies. The RSO acts in accordance with relevant legislation and guidelines whilst maintaining Western Health's CARES values. Billing and collection activities are for multiple revenue sources including private patient health funds, third party debtors and other compensable patient billings. Utilizing various systems the RSO participates in the early, mid or late stages of the collection process and perform a variety of routine daily tasks; including reports and correspondence with internal and external stakeholders.

### Business Unit Overview

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.

### Key Responsibilities

- 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
- Responsible for activities pertaining to patient/debtor billing and collection of fees within organisational targets.

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- Responsible for patient enquiries relating to billing and collection services and attending to the enquiries in a professional manner
- Liaise and interact professionally with internal and external service providers of Western Health.
- Proactively identify issues and provide timely feedback on issues relating to the portfolio by reporting this to the Senior Revenue Services Officer in the first instance.
- Engage in collaborative working relationships to achieve portfolio objectives.
- Participating in system/process improvement and development for the Revenue portfolio.
- Demonstrate initiative to maintain knowledge of latest changes to legislation in relation to the revenue portfolio
- Assist in training new employees in the billing and collection requirements in the revenue portfolio
- Seek best practice at all times within billing and collections adhering to the relevant guidelines and legislation.
- Maintaining the billing system
- Generating invoices and account statements
- Serves as a technical expert in determining patients' benefit coverage and hospital reimbursement; has knowledge of all third-party payer specifications in regard to patient excess, differing fee types and third-party requirements.
- Explains out-of-pocket expenses to patients; assists PLOs in obtaining information for to the determinations from insurance companies
- Liaises with PLOs and with patients, and/or their representatives to update demographic, financial, and insurance data and screens for patient eligibility in financial eligibility
- Assists appropriate patients with the application process for travel insurance
- Calculates and provides patient price estimates before care, outlining patient liabilities including gap payments, refunds, excesses, and outstanding balances. Explains the hospital's payment policy and collects applicable patient payments at point-of-service
- Establishes patient payment plans as per hospital guidelines
- Accurately records patient information to ensure accurate billing of current and future services
- Performing account reconciliations
- Maintaining accounts receivable files and records
- Investigating and resolving any irregularities or enquiries
- Provide support and training of Accounts Receivable processes to staff of the portfolio
- Have an understanding of relevant legislative principles and guidelines related to the billing practices of the relevant portfolio, including maintaining up to date knowledge of any changes to legislative

#### 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

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- Medical Practitioners
- Performance Unit
- Health information

**External:**

- Patients and their carers
- Community Services
- Private Health Funds
- Medicare
- Workcover/Tac
- Third Party Debtors
- Ad-Hoc Stakeholder and vendors

**Selection Criteria**

**Essential:**

- Must have previous experience working in a health accounts environment or hospital
- Excellent computer skills and intermediate excel skills
- High level accuracy & attention to detail, excellent numeric skills and ability to prioritise tasks
- Ability to work in a team
- Excellent communication skills, with a professional telephone manner

**Desirable:**

- Knowledge of patient billing, health fund contracts and member eligibility
- Knowledge of IPM and/or an accounting/billing software

**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
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), 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, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

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## 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
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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