

POSITION DESCRIPTION

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

Position Purpose

The Patient Liaison Officer (PLO) is responsible for identifying patients who are Medicare ineligible at all admission entry points for Western Health and assisting patients if they are wanting to use their private health insurances as well as other compensables like Workcover or TAC. PLO's are also responsible for liaising, providing education and information to all staff who interact with patients, in order to capture private health insurance patients and Medicare ineligible patients to maximise revenue for the organisation. The Patient Liaison officer acts in accordance with relevant legislation and guidelines whilst maintaining excellent patient service in accordance with Western Health's CARES values. This position is responsible for collecting health insurance billing information, compensable information for WorkCover & TAC, having routine discussions with patients in relation to patient fees and financial obligations and obtaining payments where required for Western Health. The patient liaison officer is responsible for liaising with health funds, TAC & WorkCover, sponsors and nominated persons in order to capture all necessary information relating to patient services. Utilizing various systems the PLO participates in the early, mid or late stages of the patient journey and performs a variety of routine daily tasks; including face to face discussion with staff and patients and correspondence.

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

At Western Health our vision for quality care and services is that each of our patients receives 'Best Care' with us, every time.

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:

- To understand the Victorian Governments 'Fees and charges schedules for Health Services', to enable accurate fee information to be provided to patients, next of kin and other parties as required and to also enable the correct generation of patient insurance forms, billing forms and overseas patient information.
- Be responsible for obtaining compensable patient information related to TAC and WorkCover incidents for admitted patients whilst assisting the compensable revenue portfolio.
- Provide follow up for all eligible inpatients to ensure they have all been provided with information to allow them to make an 'Informed financial consent' and ensure that they are classified correctly.
- Be responsible for identifying ineligible overseas patients and actively providing relevant information to the patient or their nominated representative/sponsor in relation all hospital fees.
- Provide essential documentation to health insurance so they can confirm patient eligibility
- Ensure patients are fully informed of their financial obligations by preparing estimates (for planned admissions) and then calculating actual costs for episodes of care involving Medicare ineligible patients. Liaise with revenue services to ensure that the charges advised are correct. Ensure Medicare ineligible patients are provided with an estimated invoice prior to discharge.
- Be responsible for obtaining payment for Medicare Ineligible patients where they do not have any private health insurance or their private health insurance is unable to confirm eligibility/cover
- Foster Collaborative working relationships and accountability within a team
- To work cooperatively and effectively with ward clerks, admitting doctors, nursing staff and Health Information Services (HIS).
- Liaise with the ward staff to ensure effective communication with and training of front line administration staff involved in admissions and the collection and entry of patient data.
- Be responsible for liaising with health funds to check private patient and overseas eligibility, financial status, pre-existing ailments, single room entitlement and excess or co-payment liabilities.
- Liaise with Medicare Australia, health funds, DVA, insurance companies and the revenue department as required
- To act as the central point of contact and be a knowledgeable resource in relation to all aspects of overseas and private patient revenue.
- Participate in educating staff to create a positive revenue culture and an awareness of the importance of revenue to the organisation.
- Responsible for maximising patient fee (Medicare ineligible and private health insured) revenue at Western Health
- Seek best practice at all times within billing and collections adhering to the relevant guidelines and legislation.
- Be responsible for identifying private patients and then actively marketing and promoting the use of private health insurance with the patient or their nominated representative.
- Obtain patient information including patient demographics, overseas contact information, next of kin and/or Australian nominated sponsor, where applicable, to ensure all billing requirements are met.

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.

Our Vision

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

- **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
- Clinical and Medical Staff
- Ward Staff
- Foundation
- Medical Practitioners
- Ward Clerks
- Performance Unit
- Health information

External:

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

Selection Criteria

Essential:

- Outcome driven with strong analytical and conceptual skills. This includes the ability to analyse and interpret information from different sources and formulate strategies to address arising issues.
- Demonstrated self- motivator and excellent organisational and time management skills, with the ability to work independently in a proactive manner. Also, an effective team player with the capacity to be flexible, making a positive contribution to the team.
- Excellent interpersonal and sound negotiation skills, with the capacity to successfully relate to a culturally diverse demographic.
- Demonstrated commitment to patient service.
- Demonstrated ability to manage conflict of resources and hospital priorities.
- Computer literacy and ability to adapt to new software applications as required

Desirable:

- Knowledge of iPM and/or accounting/billing software
- Previous experience working in a health accounts environment or knowledge of patient billing, health fund contracts and member eligibility

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.

Our Vision

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

- 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), Occupational Health and Safety (Psychological Health) Regulations 2025, 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

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: _____

Our Vision

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