

POSITION DESCRIPTION

Billing Officer (Admin Off Lvl 5) - FT

Our CORE values	Collaboration Openness Respect Empowerment	<i>transforming your experience</i>
Organisation	NSW Health	
Local Health District / Agency	South Western Sydney Local Health District	
Position Classification	Admin Off Lvl 5	
State Award	Health Employees Administrative Staff (State) Award	
Category	Administration	
Vaccination Category	Category A	
ANZSCO Code	531111 General Clerk	
Website	www.swslhd.health.nsw.gov.au	

PRIMARY PURPOSE

Responsible for managing the billing operations and financial processes specific to outpatient services. Work closely with healthcare professionals, administrative staff, and patients to ensure accurate and timely billing, promote compliance with relevant regulations, and maintain positive relationships with internal and external stakeholders.

Transforming Your Experience:

Transforming Your Experience is SWSLHDs key strategy to positively transform how our patients, consumers, staff and communities experience our organisation and services. Our vision is that our care is always safe, high quality and personalised and all our staff are supported and empowered to achieve their full potential. This strategy provides us with a clear direction for working together to deliver safe and high-quality health services and build the health of our communities – now and into the future.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). New applicants must have completed the vaccination course prior to commencement with NSW Health or provide an approved medical contraindication certificate certifying the worker cannot have any approved COVID-19 vaccines available in NSW. Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations. Please provide proof of booster vaccination if available.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use, including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

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ESSENTIAL REQUIREMENTS

WHS Responsibilities: As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace. **WWCC:** Current Working with Children Check Clearance (where applicable). **NPC:** National Police Check (This check will be conducted by the Health Service for Recommended Candidates only). **Staff Health:** Compliance with the SWSLHD and NSW Health, Staff Immunisation Policy (Only for Category A Positions). **Work Rights:** To be eligible you must have an Australian citizenship or permanent Australian residency or valid working visa.

KEY ACCOUNTABILITIES

Billing

- Review and process outpatient clinic encounters and services provided, ensuring accurate coding, documentation, and adherence to billing guidelines.
- Generate and submit claims for reimbursement to insurance providers, government agencies and other payers.
- Verify insurance eligibility, benefits, and pre-authorisation requirements prior to appointments and procedures.
- Collaborate with healthcare providers to ensure proper documentation and coding practices, including reviewing medical records for completeness and accuracy.
- Resolve billing discrepancies and denials by working closely with healthcare professionals, patients, and insurance companies.
- Answer patient enquiries regarding billing, insurance coverage, and payment options in a professional and empathetic manner.
- Monitor outstanding accounts receivable and follow up on unpaid claims, aging balances, and patient payments.
- Prepare and analyse financial reports related to outpatient clinic billing, including revenue, reimbursement, and collections.
- Stay updated on industry changes and regulatory requirements related to outpatient billing and reimbursement.
- Collaborate with the finance team to reconcile billing transactions and provide support during financial audits.
- Identify opportunities for process improvement and efficiency in the outpatient billing cycle.
- Assist in training and educating clinic staff on billing procedures, coding guidelines, and documentation requirements.
- Reconcile LHD billing report with Scheduler/eMR reports.
- Liaise with administrative officers in Outpatient Clinics to ensure all billing details are updated within required timeframes for automatic electronic billing via PBRC.
- Reconcile and amend LHD error corrections and summary reports with PBRC.
- Manage and work independently with high-volume, high-pressure environment with changing demands that requires flexibility with the capacity to organize work to meet competing deadlines.

Private Patient Officer

- Serve as the primary point of contact for private patients, addressing enquiries related to billing, insurance coverage, and payment options.
- Coordinate and process private patient admissions, ensuring accurate and complete registration, insurance verification, and documentation.
- Collaborate with healthcare providers to ensure proper documentation and coding practices for private patient encounters.
- Verify insurance eligibility, benefits, and pre-authorisation requirements for private patients prior to appointments and procedures.
- Generate and submit claims for reimbursement to private insurance companies and third-party payers.
- Review and reconcile private patient accounts, including monitoring outstanding balances, following up

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- Resolve billing discrepancies and denials by working closely with healthcare professionals, patients, and insurance companies.
- Maintain accurate and up to date private patient records, ensuring compliance with privacy regulations.
- Prepare and analyse financial reports related to private patient billing, reimbursement, and collections.
- Collaborate with the finance team to reconcile billing transactions and provide support during financial audits.
- Stay updated on industry changes and regulatory requirements related to private patient billing cycle.
- Educate and train healthcare providers and administrative staff on private patient billing processes, insurance guidelines, and documentation requirements.

KEY CHALLENGES

- Managing workflow and meeting deadlines for the DOF and attending to a wide variety of day-to-day administrative tasks resolving them.
- Completing allocated work within identified timeframes and maintaining a focus on a high-quality support service in situations with competing demands and priorities.
- Decision making working under limited direction and guidance with regard to work priorities.
- Exercise judgement in selecting and applying established principles, techniques, and methods.
- Escalate more complex issues outside the scope of the position description to the DOF as required.
- Developing effective relationships within and across the sector hospitals and maintaining effective working relationships with all medical and administrative staff across a range of partners and stakeholders and ensuring high level communication, interpersonal skills and Professionalism is used at all times.
- Networking with multidisciplinary teams to ensure maximum accuracy of data is captured and correct financial classifications are selected
- General Duties / Responsibilities: -Comply with all NSW Health / SWSLHD policies and procedures. - Perform all other delegated tasks appropriately in line with grading capabilities. -Commitment to CORE values.

KEY RELATIONSHIPS

Who	Why
Director of Finance	Direct Line Manager
Staff Specialists	This role requires appropriate and effective communication with Staff Specialists in relation to retro census patient (chargeable) lists and other billing requirements.
Private Patient Officers	This role will relieve in a collaborative manner to ensure consistent service delivery is maintained
Cashier	This role will work in a collaborative manner to ensure consistent service delivery is maintained
Other LHDs as well as Hospitals within the same LHD	The role is sometimes required to liaise with District Revenue and Outpatient Clinics at other facilities.

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SELECTION CRITERIA

1. Highly developed administrative, organisational and interpersonal skills
2. Ability to prioritise key tasks under strict time frames
3. Demonstrated experience in rostering and employment-related processes.
4. Demonstrated high level interpersonal, written and verbal skills with experience in responding to a range of enquiries in a complex work environment.
5. Proficiency with PBRC, Patient Administrative Systems (PAS), eMR, Healthroster, SARA, Stafflink, AFM, QARS(monthly workstation audit).
6. Demonstrated excellent computer skills including the use of Microsoft Office products such as Access, Excel and Word.
7. Demonstrated experience in using relevant databases/systems like HealthRoster and Staff link.
8. Demonstrated understanding of the need to maintain confidentiality and privacy.