



Position Description

Position Title:	Medicare & Compliance Officer	Department:	Practice Management	Primary Work Location:	271 Edward St. Wagga Wagga NSW
Position Supervisor:	Practice Manager AND CFO	Position Context:	The Medicare & Compliance Officer is part of the clinical administration team of Riverina Medical and Dental Aboriginal Corporation. The Service objective is to provide holistic, primary health care services to the Aboriginal and Torres Strait Islander people of the Riverina.		
Supervises:	Nil				
Position Objective:	The role of the Medicare and Compliance Officer is to optimise all Medicare claiming and support RIVMED compliance in the clinical practice. The officer will provide support to clinical staff to assist in optimising billing, provide training and education where required. Assist in implementation of quality and compliance projects and maintain accreditation standard in line with AGPAL.				
Key Relationships:	Category	Purpose	Frequency		
	Practice Manager	Direction and achievement of accountabilities	Daily		
	Patients and community	Provide help and advice on health-related problems	As needed		
	All RivMed staff	Support where appropriate	As needed		
Duties & Responsibilities:	Medicare Administration				
	<ul style="list-style-type: none"> • Overall coordination and effective functioning of all Medicare administration processes within RIMVED (Medicare card issues, rejected claims, partially paid claims and medical item number training) • Daily reconciliation of Medicare item numbers and Medicare benefits paid to RIVMED; • Ability to navigate MBS schedule to optimise Medicare billings; • Maintain the Practice Incentive Program (PIP) • Proper record keeping of all RIVMED Medicare Revenue accrual processes, including work cover claims ; • Contributing towards an annual Medicare Revenue forecasting • Preparing Quarterly and Annual Medicare Revenue Statements • Working with the Finance Officer and Practice Managers and Clinical Staff to ensure optimal billing is achieved • Provide education and support to staff in regards to Medicare claiming • Build and maintain relationships with software provider • To complete insurance details for work cover claims that arise from client consultations at the clinic. • Others duties as directed from the Practice Manager. 				
	Education and health promotion				
	<ul style="list-style-type: none"> • Provide education and training to other staff relating to Medicare. • Attend and participate in the professional development program and relevant external seminars and conferences, as approved. 				
	Compliance and Continual Improvement				
	<ul style="list-style-type: none"> • Monitor compliance with all clinical policies and procedures 				



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	<ul style="list-style-type: none"> Supporting the quality manager with compliance & continual improvement activities Implementation of quality improvement projects Implementation of new program activities Maintaining accreditation standards AGPAL 	
	Reporting and data management	
	<ul style="list-style-type: none"> Ensure a clear understanding of RivMed reporting requirements as relevant to the position. Attend meetings and provide expert input into the various working groups and program management groups as necessary and under the supervision of the Clinical Manager and Practice Manager. 	
	Professional Responsibilities	
	<ul style="list-style-type: none"> Maintain the highest standards of professional conduct. Participate in and contribute to the fulfilment of operational needs of the organisation as they arise. Participate in research activities within the services as required. Demonstrate an understanding of and compliance with all RivMed policies and procedures. Participate in maintaining a safe working environment. 	
Success Indicators:		
	Medicare Billing Batches done daily	
	Increase in revenue	
	Decrease in rejected claims	
	Timely process of work cover claims	
	PIP registrations and processing done bi-annually or as required	
	WIP processed	
Authority:	Without referral to manager – <ul style="list-style-type: none"> Routine enquiries from clients and the community 	Referred to Manager <ul style="list-style-type: none"> Out of policy/procedure queries Expenditures Grievances Difficult client issues or concerns
Key Challenges:	<ul style="list-style-type: none"> Improving the health of Aboriginal families within region Achieving program requirements within agreed deadlines 	
Eligibility for appointment:	<ul style="list-style-type: none"> Motivation to provide service excellence Demonstrated ability to work independently and in a multi-disciplinary team environment Demonstrated capacity to work in a collaborative manner with staff Excellent oral and interpersonal communication skills Demonstrated ability to solve problems and issues on a day to day basis Demonstrated high level of clinical skills and qualifications relevant to the position An understanding of the standards required regarding documentation and electronic data management in health 	



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	<ul style="list-style-type: none"> • A demonstrated understanding of the issues and barriers that impact upon the health outcomes of Aboriginal people • Commitment to ongoing participation in education, professional development, evidence based research and quality assurance.
<p>Eligibility to remain in position:</p>	<p>On-time submission of employee screening checks including but not limited to Police / Criminal, Working With Children (paid employee) as relevant to the position.</p> <p>Full adherence to RivMed policies and procedures including but not limited to:</p> <ul style="list-style-type: none"> ➤ Bullying and Harassment; ➤ Vehicle and Mobile Phone use; ➤ Equal Employment Opportunities; ➤ Work, Health and Safety. <p>Honest and genuine participation in RivMed's ongoing performance planning, learning and development and appraisal processes.</p>

The employee and the supervisor have read, understand and commit to achieving the above as indicated by signatures below.

Employee Name:		Employee signature:		Date:	
Supervisor Name:		Supervisor signature:		Date:	