

POSITION DESCRIPTION

Position title:	Health Information Manager – Hospital Claims Auditor
Location:	Head Office - Geelong
Reports to:	Audit Manager
Entities:	GMHBA Ltd
Organisational level:	Technical Specialist
Reports:	Nil

Job Purpose:

To ensure that GMHBA pays no more for services provided to its members than it is contractually obliged to pay, and to assist the Fund to ensure that health provider contracting achieves efficient and effective outcomes.

The initial focus of the role is hospital claims and over time will incorporate a broader focus across medical and ancillary claims as required of the business.

Accountabilities:

Planning and Implementation

- Contribute to delivery of all aspects of the GMHBA's overall strategic plan and objectives through planning own work and timely attendance to all delegated tasks and functions
- Consider problems or issues that may arise and use lateral thinking to resolve or recommend solutions
- Bring to the attention of your team leader/manager risks and issues that may need to be escalated from time to time
- Actively participate in all business activities such as team meetings, training and development opportunities, information sessions and committee meetings
- Collaborate and seek input from team members, specialist functions and others as required, to maximise performance outcomes

The principle accountabilities are:

- Assist the Audit Manager in establishing policies, procedures, guidelines and audit schedule to assist in reducing claims leakage and ensure a standard approach to clinical claims coding and audit is followed.
- Ensure all audit functions are compliant with PHI Rules, Australian Coding Standards, the policy requirements of the business and GMHBA audit custom and practice.
- Maintain accurate records of audits and contribute to a database to enable interrogation of claims data to check validity and identify provider outlier claims.
- Undertake the audit function according to an agreed audit schedule which includes priority focus areas, reviewed on a rolling twelve-month basis with the Audit Manager.
- Following the identification of claim issues provide education and support to relevant claims teams.
- Participate in on-site hospital audits, reviewing clinical notes to confirm hospital billing as correct.



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- Provide subject matter expertise related to the audit function and case-mix benefit analysis to other areas of the business as required.
- Actively participate in and contribute to the strategies and initiatives of the business and the GMHBA Benefits Management Department.
- Ensure compliance with Company Policies and Standards.
- Undertake other duties as assigned by the Audit Manager.

Auditing

- Able to read and understand claims data and medical records with the ability to determine where inconsistencies and/or outliers have occurred.

Operational Decision Making

- Identifies and understands current issues, problems and opportunities.
- Compares data from different sources to draw conclusions.
- Develops alternative solutions and chooses the most effective course of action.
- Takes action that is consistent with available facts, constraints and probable consequences.

Teamwork and Collaboration

- Actively builds and fosters a friendly, harmonious and productive working atmosphere for all staff.
- Actively shares knowledge and experience with others.
- Leads by example. Models respect, helpfulness and cooperation.
- Builds a cohesive and collaborative team environment.

Conceptual Thinking

- Understands situations or problems by identifying patterns or connections and addressing the key issues.
- Sees the big picture in complex situations.
- Recognises when and how parts of an issue or situation affect individual and group performance.

Strategic Planning

- Obtains information and identifies key issues and relationships relevant to long-range strategies or visions.
- Develops alternatives based on logical assumptions, facts, resources, constraints and organisational values.
- Implements a course of action to accomplish long-range strategies or visions.
- Measures outcomes.



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Regulatory & Reporting

- Ensure compliance with the Company's Delegated Authorities, Business Plan, Policies and Standards
- Support company audit processes and make recommendations as required
- Keep up to date with regulatory trends and changes and actively participate in training and update type activities
- Prepare information and reports for management as required.

Stakeholders & Advice

- Provide advice, share knowledge and identified solutions/wins with others to facilitate strong team performance
- Maintain positive and constructive relationships with internal and external stakeholders.

Other

- Uphold the company values, culture and performance standards
- Participate in the roll-out of business change programs designed to strengthen GMHBA's performance
- Embrace the mindset and actively contribute towards embedding the GMHBA Way including working in an Agile environment.

It is not the intention of this position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position.

The accountabilities described within may be altered in accordance with the changing requirements of the role.

Key Relationships:

Internal:

- GMHBA Audit Manager
- GMHBA Benefits Manager
- GMHBA Audit Team
- GMHBA Provider Relations Manager
- GMHBA Contracts Manager
- GMHBA Claims Team

External:

- Hospital Billers, Health Information Managers and Contract Managers
- AHSA Operations, Audit, Health Information Managers and Contract Negotiators
- Health Providers & Health Provider representative groups

Skills, Experience and Qualifications:

Mandatory

- Demonstrated experience and competency in nosology/clinical classification/coding using appropriate clinical classification systems (ICD-10-AM 10TH Edition and the Australian Classification of Health Interventions (ACHI).
- Pro-Active analytical/Problem solving skills.
- Confident oral and written communication skills.
- Ability to communicate ideas in both technical and user-friendly language.
- Effective time management, planning and organisational skills.
- Proven practical experience with reporting tools and relational data concepts.
- Relevant computer technical skills applicable to coding and casemix.
- Intermediate/Advanced skills in Microsoft Office suite including excel and access and/or have an aptitude to learn.



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- Commitment to high quality outcomes.
- Ability to think analytically, logically and laterally.

Highly desirable

- 5 years relevant professional experience in the Australian Health Industry.
- Previous experience in health data management.
- Experience in coding in an acute hospital setting with diverse casemix



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Review date: INSERT
Approved by P&C Manager



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