Revenue Officer

Position Title:	Revenue Officer		
Classification:	HS2	**Employment status**	Part Time
Enterprise Agreement:	Victorian Public Health Sector, Health and Allied Services, Managers and Administrative Workers		
Reports to:	Revenue Co-ordinator		
Division:	Finance & Corporate Services		

Organisational Context

The Royal Victorian Eye and Ear Hospital is a world class specialist hospital in eye and ear care that provides services across Victoria. As Australia's only specialist eye, ear, nose and throat hospital, the Eye and Ear has been providing care for the senses for 150 years.

The Eye and Ear has over 50 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24 hour emergency eye and ear, nose, and throat service.

The Eye and Ear provides care annually for around 250,000 patients, with over 195,000 outpatients, nearly 40,000 emergency patients and nearly 13,000 inpatients.

Our Vision - Improving quality of life through caring for the senses.

Our Mission - To be the world's leading eye and ear health service by:

- Excelling in specialist services.
- Integrating teaching and research.
- Enabling a highly skilled workforce.
- Promoting health in our community.
- Building a sustainable future.

Our Values - *Integrity, Care, Teamwork, Excellence*

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment which is free from harassment or discrimination and promotes cultural diversity and awareness in the workplace.

The Eye and Ear is a smoke free environment.

Role Purpose:

The Revenue Officer role forms the major component of the Revenue Team which is responsible for providing an end-to-end accounts receivable service for the hospital. The Revenue Team forms part of the Finance department of the hospital.

The major function of the Revenue Officer role is comprised of Inpatient and Outpatient Billing & Debt Collection, with the role also including Sundry Debtor Billing and Cashiering functions. Each Revenue Officer will be responsible for a portfolio of tasks within these functions and be required to provide coverage for other tasks as rosters require.

Tasks include processing (invoices, receipts, adjustments and write-offs), claims management, eligibility checking, providing quotations for episodes of patient care and debtor management.

The role requires highly accurate data entry, effective communication and a strong customer service focus. It involves utilising a range of techniques and methods to achieve required outcomes, specialisation and autonomy around the role's various functions and engagement with internal and external stakeholders.

The role liaises and consults with external agencies including Medicare, Health Insurance Funds, Transport Accident Commission and WorkCover and with patients and clients to obtain information and resolve issues.

Key Responsibilities / Performance Outcomes

Work within an Ethically and Legally Sound framework - Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct and applicable legislation and standards.

- Support the Revenue Co-Ordinator to achieve the Revenue Team's objectives and key performance indicators.

Inpatient and Outpatient Billing & Debt Collection

- Liaise and consult with other hospital departments to resolve any private and compensable data issues which prevent the generation of invoices. The aim is to ensure all relevant billing data (Admission Category, Fund Checks, eligibility details, etc.) is audited for completeness and accuracy within the source system prior to billing.
- Provide specialist advice regarding fees and charges to internal and external stakeholders (doctors' private rooms, patients, etc.) to support the hospital's informed financial consent processes. This includes providing costings for inpatient stays requiring sound knowledge of relevant legislation, DRGs, prosthetics and associated price lists, billing rules and an ability to use expert knowledge when applying these rules and providing explanation when required.
- Liaise with private and compensable patients to ensure that such claims have been correctly made as part of the patient billing process (ie. paperwork and claims completed correctly).
- Routinely liaise and consult with external organisations such as health insurance funds, Transport Accident Compensation Commission, Veterans' Affairs, and WorkCover claims administration agents, Medicare, and other associated third-party vendors regarding claim details, rejections and payment of accounts.
- Ensure invoices are generated accurately and in a timely fashion as outlined in the hospital's Accounts Receivable Procedure and associated key department performance indicators.
- Process standard claim forms, ensuring that all legislated procedural requirements are met.
- Prepare and send debtor reminder notices/letters for unpaid invoices in accordance with the hospital's Credit Management Procedure.
- Follow progress and monitor invoices and payments ensuring that outstanding debts are managed in accordance with the hospital's Credit Management Procedure.
- Undertake and resolve enquiries related to work area, including overdue accounts, informed financial consent and requests from Health Insurance Funds for further information and claims disputes.
- Liaise with external debt collector in order to be able to report statistical data and analysis in connection with debt collection as required and in accordance with the hospital's Credit Management Procedure.
- Provide statistical data and analysis as required, including monthly billing status, aging, issues, etc.
- Investigate and follow up short payments, requests for further information and rejections made by insurance companies to resolve issues and resubmit information to support claims process.
- Investigate any overpayments and short-payments and prepare the relevant documentation to support refund payments where applicable.

Sundry Debtor Billing

- Verify that Sundry Debtor Advice forms received are complete and accurate, including general ledger cost centre and account information and GST treatment.
- Liaise and consult with billing requestors to resolve any information issues which prevent the generation of invoices.
- Liaise with organisational stakeholders (eg. Medical Workforce, Pharmacy, Procurement) regarding debtor invoicing, adjustments and payments.
- Ensure invoices are generated accurately and in a timely fashion as outlined in the hospital's Accounts Receivable Procedure.
- Prepare and send debtor reminder notices/letters for unpaid invoices in accordance with the hospital's Credit Management procedure.
- Ensure that outstanding debts are managed in accordance with the hospital's Credit Management Procedure.
- List outstanding debts with the hospital's external debt collector in accordance with the hospital's Credit

Management Procedure.

Cashiering

- Receipt all payments, including cash, cheques, EFPTOS, Bpay and Bpoint
- Count and reconcile daily takings.
- Prepare daily deposits for banking.
- Manage till floats and ensure appropriate change levels are maintained.
- Manage car park single entry tickets, including maintaining sufficient stock and distribution controls.
- Verify invoices for services received (including Wilsons Parking, online eligibility checks, security, debt collection) and enter check requests for authorisation.
- Maintain a secure cashiering area.

General

- Be able to independently apply up to date expert knowledge of Medicare, Health Insurance, TAC & WorkCover legislation pertaining to patient billing.
- Contribute to an environment that promotes quality customer service to both internal and external stakeholders.
- Contribute to the effective and efficient functioning of the Revenue Team by ensuring flexibility remains within the role in order to respond to the changing needs of stakeholders.
- Provide cover/assistance within the Revenue Team during the absence of other staff.
- Assist the Revenue Co-Ordinator with month end processes and reconciliations.
- Other ad-hoc duties as directed by the Revenue Co-Ordinator.

QUALITY, SAFETY AND RISK MANAGEMENT

Ensure there is a quality framework in place with systems to ensure safety & risk management.

This involves:

- facilitating consumer participation in safety and quality activities
- ongoing measurement of safety, risk management and quality performance, taking action in response to identified issues and establishing a culture of improvement
- providing relevant training to maintain an effective workforce
- participating in health service activities required for accreditation
- Facilitate, and participate in the annual performance appraisal process
- Ensure that there is financial responsibility and accountability across the functions under the positions control
- Develop and monitor financial strategies that will ensure budgetary targets and key performance indicators are met.

OCCUPATIONAL HEALTH AND SAFETY

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Managers are required to:

- Lead the implementation of health and safety policies and procedures
- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions
- Ensure all staff perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions
- Actively promote the values, attitudes and behaviours expected of employees and ensuring that all employees contribute to a ‘safety culture’ where occupational health and safety is considered part of everyday work
- Ensure appropriate systems have been/and are being implemented and maintained to eliminate or minimise the risk of harm to employees, contractors, volunteers and students
- Ensure appropriate resources are made available to manage those risks
- Ensure staff understand and adhere to emergency procedures

All staff are required to have a satisfactory National Criminal Record Check. Only direct patient care/clinical employees are required to have a valid Working with Children Check.

Selection Criteria: Qualifications, Experience and Competencies:

	Essential	Desirable
Education/qualifications/ memberships:		• Cert IV Business
Experience:	• Demonstrated experience in an end-to-end accounts receivable role • Experience in providing high quality customer service • Experience in data manipulation and statistical analysis of large, complex datasets • Excellent organisational skills and the ability to meet competing deadlines • Ability to analyse and problem solve when interpreting data	• Three or more years health service industry experience with patient billing systems • Experience with private health insurance claims management • Knowledge of Medicare, private health insurance and other funder requirements and processes • Experience in customer service or administration within a health service in the operation and management of transactional services, particularly in a heavily regulated environment
Competencies:	• Excellent communication skills including a pleasant telephone manner • Strong commitment to customer service • Analytical skills • Attention to detail and a methodical approach to tasks • Ability to work autonomously and collaboratively in a team environment • Good computer skills and knowledge of Microsoft Office software packages (Excel, Word and Outlook) • Ability to assist the team to meet objectives and performance indicators and take responsibility for completing individual work tasks • Positive and enthusiastic attitude	• Knowledge of health software packages (iPM, Great Plains, Bossnet, Thelma, Merlin) • Commitment to continued improvement and change • Confident in public relations with stakeholders • Commitment to compassionate patient experience

Key Working Relationships

(Internal)

- Finance and Corporate Services Staff, other hospital departments including Admissions, Medical Records, Emergency and Allied Health and Outpatient Clinics.

(External)

- Department of Health, private health insurance funds, Medicare Australia, CSC (PiMS software), debt collection agencies, Victorian WorkCover Authority (VWA), Transport Accident Commission (TAC), Department of Veteran Affairs (DVA), OHSC, Red Cross and other agencies related to Overseas Visitor (OSV) patients and refugees, doctors' private rooms, patients and other customers.

Authorisations	
Manager Name	Revenue Co-Ordinator

<table>
<tr><td>Date Written or Reviewed</td><td>October 2025</td></tr>
<tr><td colspan="2">The Eye and Ear reserve the right to modify position descriptions as required. Staff will be consulted when this occurs. Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.</td></tr>
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Agreement

I have read, understood and agree to comply with the position description

Name: ____

Signature: ____

Date: ____