



Position Description

Position Title:	Medicare and Incentives Support Officer
Position Classification:	Administration and Operational Support (AOS) Level 3
Direct Reports:	Nil
Reports To:	Medicare and Incentives Coordinator

PROGRAM / ROLE DESCRIPTION

Wurli-Wurlinjang Health Service is an Aboriginal Community Controlled Organisation delivering primary and clinical health care services to the Aboriginal people in Katherine and surrounding communities. Wurli prides itself on delivering a range of health and wellbeing services to the community in a style and manner that makes clients feel welcome and comfortable. Wurli Health Services are supported by service teams such as finance, human resources, corporate support and other administrative roles which all perform a pivotal role in supporting service delivery and ensuring Wurli is compliant with its legislative and reporting requirements.

This role is responsible for ensuring support is provided to the Medicare and Incentives Coordinator, to ensure maximum revenue by ensuring all claimable services are billed and processed in a timely manner and provide training to staff in Medicare claiming.

KEY AREAS OF RESPONSIBILITY

Service Delivery

- Liaise with the Medicare and Incentives Coordinator to ensure day-to-day Medicare claiming and responsibilities are met.
- Ensure all necessary documentations and any other requirements are met on time for the Practice Incentives Program.
- Act as first point of call for any Medicare claim queries and delegate appropriately.
- Ensure data management on Health Professional Online Services (HPOS) are well maintained and are correct and up to date including data for:
 - Work Incentives Program
 - Teaching Payments claim for Medical Students
 - MyMedicare Program Registrations
- Maintenance of the Child Dental Benefit Scheme (CDBS) data, including:
 - Checking client eligibility
 - Incentives and Benefits claimed appropriately

- ❑ Provide support to Medicare and Incentives Coordinator to:
 - ensure all claimable services provided by Wurli are billed and processed in a timely manner.
 - ensure all clinicians have necessary information in the providers registration form in Communicare.

Program Development, Networking and Liaison

- ❑ Liaise regularly with the Medicare and Incentives Coordinator, Communicare Administrator, Senior Medical Officer and other parties as required to ensure all Medicare claiming are on track, including PIP, CDBS, MyMedicare, and WIP.
- ❑ Provide timely advice to the Clinicians for the purpose of keeping them updated with Medicare changes.
- ❑ As directed, actively engage with other service providers to ensure all Medicare processes and systems are robust and that the organisation maintains sound compliant practices

Team Support

- ❑ Help with Provider Numbers for all new health practitioners (RAHP/RN/GPR/GP)
- ❑ Provide training to all clinical staff in relation to Medicare claiming within Communicare.
- ❑ Liaise with Communicare Administrator and Medicare and Incentives Coordinator regarding provision of training to new and current staff.

Administration and Reporting

- ❑ Complete all associated administrative functions such as human resources, workplace health and safety, risk assessment procedures in a timely fashion in accordance with Wurli procedures and standards.
- ❑ Provide support to Medicare and Incentives Coordinator in performing statistical analysis and monthly reporting on all Medicare claims processed by providers.
- ❑ Keep up to date with all of Medicare claimable services available to ensure Wurli is accessing if applicable.
- ❑ Keep up to date with all Medical Incentive programs to ensure Wurli is accessing if applicable.
- ❑ Participate in committees and working groups to support the integration of Medicare into the suite of services provided by Wurli.
- ❑ Participate and ensure all team members actively participate in corporate, work health and safety and the Continuous Quality Improvement Program processes as appropriate

Workplace Health and Safety

- ❑ Ensure your personal health and safety, and that of others in the workplace
- ❑ Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety
- ❑ Promote and deliver in accordance with Wurli's risk management framework
- ❑ Report all accidents, incidents, near misses and hazards immediately

Corporate Identity

- ❑ Promotes and embodies Wurli's vision and values
- ❑ Act as a role model for clients
- ❑ Act in accordance with Wurli's Code of Conduct

POSITION REQUIREMENTS

Qualifications / Prerequisites:

- Medicare Benefits Scheme and Incentives knowledge and skills
- Communicare knowledge and experience
- Health Professional Online Service (HPOS) knowledge and experience
- National Police Records Check
- Working with Children’s Clearance
- Current Northern Territory Driver’s License

Acknowledgement

I have read and understand the requirements of the role; responsibilities and accountabilities as outlined within this Position Description.

Employee name: _____

Signature: _____

Date: _____