

Position Description

Position Title	Private Patient Billing Supervisor
Position Number	30013349
Division	Finance and Resources
Department	Finance
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Administrative Grade 4
Classification Code	HS4
Reports to	Financial Controller
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	- National Police Record Check - Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day

The Position

The Private Patient Billing Supervisor is responsible for the day-to-day leadership and coordination of Bendigo Health's private patient liaison and billing functions. The role directly supervises the Private Patient Liaison Officers and relevant Patient Billing Officers and is accountable for the complete private billing pathway, from identifying potential private patients and supporting informed election through to accurate claiming, account resolution and collection.

The role also oversees billing for Transport Accident Commission (TAC), WorkCover, other compensable patients and Medicare-ineligible patients. The position ensures services are patient-centred, timely, financially responsible and compliant with relevant legislation, funding requirements, insurer arrangements and Bendigo Health policies.

Responsibilities and Accountabilities

This role leads a small team delivering private patient liaison and billing services, overseeing patient identification and voluntary election, end-to-end billing (including TAC, WorkCover and Medicare-ineligible claims), and revenue integrity through audits and reconciliations. It also involves staff supervision and training, ensuring compliance with relevant legislation and billing requirements, and maintaining strong stakeholder relationships while resolving patient enquiries with empathy and professionalism.

Key Responsibilities

1. People Leadership and Service Coordination

- Provide visible leadership to Private Patient Liaison Officers and Patient Billing Officers, setting clear expectations for patient service, accuracy, timeliness and conduct.
- Coordinate workloads, rosters, leave coverage and priorities to maintain reliable liaison and billing services across Bendigo Health.
- Provide induction, training, coaching, performance development and regular feedback, and maintain practical work instructions and staff competency.
- Lead team meetings, support a collaborative and accountable culture, and act as the first escalation point for complex operational matters.

2. Private Patient Identification, Liaison and Election

- Maintain effective processes to identify admitted and non-admitted patients who may hold private health insurance before admission where practicable, or as early as possible during the episode of care.
- Ensure Private Patient Liaison Officers approach identified patients within approved timeframes and provide clear, accurate and unbiased information about public and private treatment options.
- Ensure patients are supported to make an informed and voluntary election, including explanation of applicable excesses, co-payments and potential out-of-pocket costs.
- Monitor the timeliness, quality and documentation of eligibility checks, patient contacts and elections, and educate clinical and administrative staff on referral requirements.

3. End-to-End Private Patient Billing

- Oversee the complete billing lifecycle for private patients, from eligibility verification and accurate episode classification through to final payment or authorised account closure.

- Ensure patient administration records, health fund details, approvals, referrals, practitioner information and charge capture are complete and accurate.
- Ensure health fund and Medicare claims are submitted accurately and on time, and manage rejected claims, short payments, requests for information and resubmissions.
- Oversee private outpatient, clinic and private practice billing allocated to the team, including approved fees and supporting documentation.
- Review account adjustments, refunds, credit notes, transfers and write-offs within delegation, and work with Accounts Receivable to resolve outstanding or disputed accounts.

4. TAC, WorkCover and Medicare-Ineligible Billing

- Maintain processes to identify TAC, WorkCover/WorkSafe, other compensable and Medicare-ineligible patients and ensure relevant claim, liability, insurance and eligibility information is obtained and recorded.
- Ensure the correct fee schedules, authorisations, guarantees of payment, evidence requirements, cost estimates, deposits and payment arrangements are applied where required.
- Oversee accurate and timely billing and follow-up of rejected, partially paid, disputed or pending-liability claims, including high-value and complex accounts.
- Liaise with patients, insurers, TAC, WorkSafe agents, employers, legal representatives and internal clinical teams to resolve eligibility, liability and billing issues, escalating material risks appropriately.

5. Revenue Integrity, Compliance and Improvement

- Maintain worklists and reporting for unbilled episodes, incomplete documentation, rejected claims, aged debt, disputed accounts and other billing exceptions.
- Oversee reconciliations between patient administration, claiming, accounts receivable and general ledger systems, and support relevant month-end revenue activities and reporting.
- Undertake quality assurance reviews and targeted audits of patient classification, eligibility, election documentation, charge capture, fees, claims and account adjustments.
- Maintain current knowledge of relevant legislation, Department of Health requirements, health fund agreements, Medicare/MBS rules and TAC and WorkSafe billing requirements.
- Review procedures, forms, and patient information and lead practical improvements that strengthen controls, reduce revenue leakage and improve patient and staff experience.

6. Stakeholder Relationships and Patient Experience

- Build effective relationships with clinical, administrative and finance teams; provide clear operational advice; prepare reports, briefings and educational material; and represent Billing Services on relevant forums as required.
- Respond to patient and family enquiries, complaints and disputed accounts with empathy, clarity and respect, ensuring matters are resolved or escalated promptly.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

1. Demonstrated experience in hospital patient billing or health revenue operations, including private patient, compensable and Medicare-ineligible billing.
2. Demonstrated ability to supervise and develop staff, coordinate workloads, manage performance and maintain reliable service delivery.

3. Sound understanding of the legislative, policy and funding frameworks applying to private patients in Victorian public hospitals, including informed patient election.
4. Practical knowledge of health fund eligibility, Medicare claiming, account generation, claim rejection management, debtor follow-up and reconciliation processes.
5. Strong patient-centred communication and conflict-resolution skills, including the ability to explain complex financial information sensitively and clearly.
6. Highly developed interpersonal and stakeholder-management skills, with the ability to work effectively with clinical, administrative, finance and external parties.
7. Well-developed written and computer skills, together with a demonstrated commitment to integrity, confidentiality, patient choice, cultural safety and Bendigo Health's values.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.