



Ord Valley Aboriginal Health Service

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Aboriginal Corporation ICN 275

Job Description Form

Medicare Clerk

Vision Statement

Aboriginal people in Kununurra and the North-East Kimberley are supported to live **prosperous lives that are strong, healthy, and culturally safe.**

The Purpose that defines us

We bring **clinical, cultural, and community expertise** to deliver accessible and **holistic health and wellbeing care** for people in the North-East Kimberley.

Aboriginal Community-led

We are connected and accountable to the communities we serve. We are governed by Aboriginal community leaders. We deliver services in culturally safe ways, bringing the best of medical and cultural expertise to achieve positive health outcomes. Working with and responding to Aboriginal communities is central to what we do.

Organisational Values

The Ord Valley Aboriginal Health Service has been providing critical health and support services to local Aboriginal people since 1984. Our ambition is to deliver socially, culturally, and financially accessible health care that supports communities in the North-East Kimberley to be strong, healthy and safe. The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business.



Community

We bring our connection with community to everything we do

PEOPLE TOGETHER



Respect

We show respect for people, cultures and backgrounds

HEALTHY TOGETHER



Passion

We are deeply motivated to achieve outcomes

MY MOB



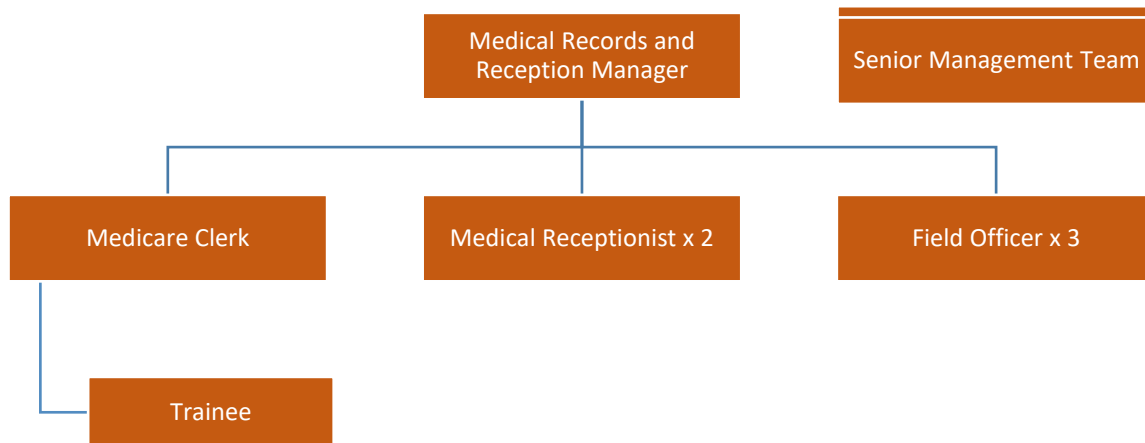
Equality

We strive for equality, fairness and empathy for all people

HEALTH & WELLBEING

Position Title	Medicare Clerk
Work Group	Medical Receptino
Reports To	Medical Records and Reception Manager
Direct Reports	1
Agreement	ACCHS Award Admin 2020
Award Classification	Grade 3-4: dependent on qualifications and experience (\$78,000 - \$86,000)
Approved by CEO	

Team Structure



Position Purpose

The Medicare Clerk plays a crucial role in supporting the efficient administration of Medicare and Reception services within OVAHS. The position involves the accurate processing of Medicare claims and billing, maintaining patient records, staff training, medical reception support and providing assistance to community members in navigating Medicare-related processes.

This role requires a strong understanding of Medicare systems, attention to detail, and a commitment to delivering culturally sensitive service to Aboriginal and Torres Strait Islander peoples in a remote setting.

OVAHS is committed to improving employment opportunities and outcomes for Aboriginal and Torres Strait Islander people. As a measure to achieve equality and support, Section 51 of the Equal Opportunity Act 1984 (WA) will apply to this position. Aboriginal people are encouraged to apply.

Strategic Alignment

The organisation's Strategic Plan 2023- 2026 has four (4) overarching strategic goals, with each goal having specific outcomes.

The role is aligned with all four Strategic Goals.



POSITIVE
CHANGE

Primary health Care

Primary health care is the first means of accessing the health care system for many people and is critical to individual, family and community health outcomes.



HEALTH &
WELLBEING

Social and Emotional Wellbeing

Social and emotional wellbeing relates to the mental health for individuals and communities and is a key component for the overall health of Aboriginal people.



SUPPORT
COMMUNITY

Specialised Health

Our communities deserve targeted support to prevent and address complex health needs, including chronic disease and disability.



HEALTHY
TOGETHER

Population Health

Reducing future health challenges and to Close the Gap requires long-term system change and community - wide solutions.

Key Stakeholder Relationships

External

- Aboriginal Community Controlled Health Services across the Kimberley region and Western Australia, other not-for-profit services, and businesses as relevant to the role
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

Internal

- Maintains close working relationships with other officers, team members and employees of Ord Valley Aboriginal Health Services.
- Works in collaboration with the Senior Management Team and in consultation with the Board of Directors.

Key responsibilities of this Position

1. Process Medicare claims and billing for patients in accordance with Medicare guidelines and policies.
2. Review billing daily and make appropriate changes.
3. Work within your own levels of practice and understanding and seek advice as required.
4. Confirm Medicare visits on MMEx check Medicare visits under doctor's provider number and send through to Medicare online. Correct any errors that are associated with the Medicare.
5. Access PRODA daily, provide COVID certificates for clients as required, and update client Medicare numbers.
6. Assist with any Medicare issues that arise with doctors or other workers.
7. Liaise with Health Professionals, and PRODA Online.
8. Assist workers with maximising billing e.g. prospective billing.
9. Work with Medical Reception and Records Manager to ensure that all MBS items are claimed for.
10. Source or develop cheat sheet via PRODA, Rural Health West Practice Assist for Medicare items for correct billing.
11. Network with other services to gain and share ideas in relation to smarter Medicare billing e.g. AHCWA, Dept. of Human Services & Audit and analyse rejected Medicare and discuss solutions with Medical Reception and Records Manager.
12. Communicate feedback and education of Medicare billing to doctors.
13. Provide general receptionist duties as directed.
14. Develop a Medicare Billing Manual and resources to assist in the upskilling of OVAHS personnel.
15. Support the upskilling of all workplace participants through induction and ongoing; including Locum/contracted personnel.
16. Maintain accurate and up-to-date patient records and ensure confidentiality is upheld.
17. Assist community members with Medicare registration, claims inquiries, and other related services, providing clear and culturally appropriate information.
18. Liaise with healthcare providers and government departments to resolve issues with Medicare claims and payments.
19. Support OVAHS Management with reporting and compliance documentation.
20. Assist with general administrative duties including data entry, record keeping, medical

- reception support and filing.
21. Contribute to the health service's commitment to improving health outcomes for Aboriginal and Torres Strait Islander communities.
 22. Provide support to community outreach programs and initiatives aimed at increasing Medicare enrolment and service access.

Quality Management System

- Actively participate in the organisation's QMS (LOGIQC).
- Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed.
- Demonstrate leadership and commitment to promote continuous quality improvement initiatives, give assurance that the quality objectives are measured and ensure the QMS achieves intended results by engaging and supporting employees to contribute to the effectiveness of the QMS.

General

- Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives, and values.
- Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture.
- Attend and participate in professional development activities including workshops and training as required.
- Attend and participate in Employee Development Days.
- Participate and comply with all Work Health and Safety responsibilities as per the *Work Health and Safety Act 2020 (WA)*.
- Identify and assist to reduce Work Health and Safety hazards and risks.
- Follow the reasonable direction of Work Health and Safety representatives.
- All other tasks as reasonable and directed by management.

Position Performance Indicators

The below Key Performance Indicators (KPI's) are used to assess, measure, evaluate, manage, and reward performance within each key result area of this position.

The below KPI's are to be assessed in line with the organisation's performance development framework.

Key Result Area	Key Performance Indicators
Accuracy and timeliness of Medicare Claims	<ul style="list-style-type: none"> • Indicator: Percentage of Medicare claims submitted correctly and on time. <ul style="list-style-type: none"> • <i>Target:</i> 95% of claims processed without errors and within Medicare submission deadlines. • Indicator: Average processing time for Medicare claims. <ul style="list-style-type: none"> • <i>Target:</i> Claims processed within 5 business days of receiving the necessary information.
Patient Management Record	<ul style="list-style-type: none"> • Indicator: Accuracy and completeness of patient records and documentation.

	<ul style="list-style-type: none"> • <i>Target:</i> 100% compliance with internal audits for accurate and up-to-date patient records. • <i>Indicator:</i> Confidentiality of patient information maintained in line with health privacy regulations. <ul style="list-style-type: none"> • <i>Target:</i> No breaches of confidentiality, with records handled according to data protection protocols.
Community Engagement and Support	<ul style="list-style-type: none"> • <i>Indicator:</i> Community satisfaction with Medicare-related services (survey or feedback mechanism). <ul style="list-style-type: none"> • <i>Target:</i> 90% positive feedback from the community regarding assistance with Medicare inquiries and claims. • <i>Indicator:</i> Number of community members successfully assisted with Medicare registration or claims-related questions. <ul style="list-style-type: none"> • <i>Target:</i> Assist at least 75% of community members who request Medicare assistance in a timely manner.
Compliance Reporting and	<ul style="list-style-type: none"> • Indicator: Adherence to Medicare guidelines and health service policies in all claims and record-keeping processes. <ul style="list-style-type: none"> • <i>Target:</i> 100% compliance with regulatory guidelines, demonstrated through periodic audits and inspections. • <i>Indicator:</i> Timely submission of required reports (e.g., monthly or quarterly billing reports, claim summaries). <ul style="list-style-type: none"> • <i>Target:</i> All reports submitted on time with complete and accurate information.
Cultural Competency and Sensitivity	<ul style="list-style-type: none"> • <i>Indicator:</i> Demonstrated ability to interact effectively with Aboriginal and Torres Strait Islander community members in a culturally appropriate manner. <ul style="list-style-type: none"> • <i>Target:</i> Positive feedback from community members regarding respectful and culturally sensitive interactions. • <i>Indicator:</i> Engagement in cultural competency training or initiatives to improve service delivery. <ul style="list-style-type: none"> • <i>Target:</i> Completion of at least one cultural competency training session per year. • <i>Indicator:</i> Demonstrated ability to interact effectively with OVAHS personnel and patients from diverse backgrounds, in a culturally appropriate manner. <ul style="list-style-type: none"> • <i>Target:</i> Positive feedback from OVAHS personnel and community members regarding respectful and culturally sensitive interactions.
Problem Resolution and Issue Management	<ul style="list-style-type: none"> • <i>Indicator:</i> Effectiveness in resolving issues with Medicare claims or patient inquiries. <ul style="list-style-type: none"> • <i>Target:</i> 90% of claim-related issues resolved within 10 business days. • <i>Indicator:</i> Proactive identification and resolution of potential issues in Medicare processes before they escalate. <ul style="list-style-type: none"> • <i>Target:</i> Report on any identified recurring issues with Medicare processes, along with proposed solutions.

<p>Work Efficiency and Productivity</p>	<ul style="list-style-type: none"> ▪ Indicator: Completion of administrative tasks (e.g., data entry, filing) in a timely manner. <ul style="list-style-type: none"> • <i>Target:</i> All routine administrative tasks are completed within the required timeframe without backlogs. ▪ Indicator: Ability to prioritise tasks and manage workload in a remote setting. <ul style="list-style-type: none"> • <i>Target:</i> No delays in critical tasks due to poor prioritization, ensuring key activities are completed on time.
<p>Professional Development and Continuous Improvement</p>	<ul style="list-style-type: none"> ▪ Indicator: Active pursuit of professional development opportunities, including training in Medicare-related practices or administrative skills. <ul style="list-style-type: none"> • <i>Target:</i> Complete at least one relevant professional development course per year. ▪ Indicator: Demonstration of continuous improvement in job performance, based on feedback and self-reflection. <ul style="list-style-type: none"> • <i>Target:</i> Positive annual performance review, reflecting growth in efficiency, cultural competence, and service delivery. ▪ Indicator: Development of Medicare Billing Manual and resources to support <ul style="list-style-type: none"> • <i>Target:</i> Development of Medicare Billing Manual and resources for internal personnel use. • <i>Target:</i> Completion of Medicare Billing induction training with all incoming OVAHS clinical workplace participants.
<p>Team Contribution and Organisational Values</p>	<ul style="list-style-type: none"> ▪ Indicator: Contribution to the overall goals and mission of the Aboriginal Community-Controlled Health Service. <ul style="list-style-type: none"> • <i>Target:</i> Actively engage in team efforts that enhance the service delivery to the community, supporting initiatives aimed at improving health outcomes. ▪ Indicator: Upholding the values of the organisation in all interactions with patients and colleagues. <ul style="list-style-type: none"> • <i>Target:</i> Consistently demonstrate the organisation's values of respect, integrity, and commitment to the health and wellbeing of Aboriginal and Torres Strait Islander communities.

Competency Profile for this Position

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role. The profile is used for recruitment, performance review, planning, and training and development activities.

Qualifications, Skills, Experience and Knowledge

Essential

1. Previous experience in administrative or clerical roles, preferably within a healthcare setting.
2. Strong communication skills, with the ability to engage effectively with community members, OVAHS personnel and stakeholders in a culturally appropriate and respectful manner.
3. Ability to work independently and as part of a small team in a remote and often challenging environment.
4. High level of organisational skills, with attention to detail and accuracy.
5. Knowledge of Aboriginal and Torres Strait Islander cultures, and the ability to demonstrate cultural competence in interactions with the community.
6. Proficiency with office software and basic IT systems, including experience with electronic health records (EHR) and Medicare software.
7. Knowledge of current health issues which impact on the health and wellbeing of people in Aboriginal Communities.
8. Ability to maintain client confidentiality an essential prerequisite.

Desirable Criteria

- The person identifies as Aboriginal and/or Torres Strait Islander and is acknowledged as such by their community.
- Understanding of Medicare processes, billing, and claims procedures.
- Experience working in Aboriginal Community Controlled Health Organisations (ACCHOs) or similar settings.
- Tertiary level certificate 4 in business or administration studies.

EMPLOYMENT SCREENING

Employees are required to demonstrate that they have undergone appropriate employment screening in accordance with OVAHS Policies. The following checks will be required for this role:

- National Police Check
- Working with Children Check
- AHPRA Verification Check
- Driver's License
- National Disability Insurance Service Check
- Other