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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

DUTY STATEMENT

POSITION TITLE:	Medicare Compliance Officer
REMUNERATION/CONDITIONS:	Aboriginal and Torres Strait Islander Health Award [MA000115]
POSITION STATUS:	Full-time
DIRECTLY RESPONSIBLE TO:	Deputy Chief Executive Officer (DCEO)
PERFORMANCE APPRAISAL:	6 month probationary period; performance reviews every 12 months thereafter
POSITION FUNCTION:	Responsible for managing Medicare compliance across [Service], including monitoring Medicare Benefits Schedule (MBS) billing, tracking Practice Incentive Payments (PIP), My Medicare registration processes, and maintaining patient management system uploads. This role ensures compliance with Medicare and Department of Health regulations while supporting general practitioners (GPs) and billing providers with accurate claiming processes. The Medicare Compliance Officer also manages the organisation's HPOS account and ensures accurate reporting and system integration.
MINIMUM SKILLS REQUIRED:	Strong knowledge of MBS item numbers, Medicare claiming processes, PIP, WIP, and My Medicare.
SERVICE PROVISION	In consultation with the Practice Manager

POSITION SUMMARY

The Medicare Compliance Officer provides specialist oversight and coordination of all Medicare billing and compliance processes at [Service]. This includes ensuring correct use of item numbers, monitoring billing patterns, consulting with clinical staff, and processing bulk billing claims. The role maintains and updates patient management systems, manages uploads such as SNOMED, MBS, and MIMs, and ensures all billing complies with Department of Health guidelines. The Medicare Compliance Officer also oversees Practice Incentive Payments (PIP), Workforce Incentive Payments (WIPs), and manages HPOS account activities, ensuring accurate provider enrolments and data integrity.

RESPONSIBILITIES

Medicare Compliance

- Monitor and ensure Medicare billing across [Service] is accurate, compliant, and optimised
- Conduct regular Medicare billing audits, identifying errors or non-compliance issues
- Review MBS item numbers used by GPs and other billing providers to ensure correct claiming
- Provide advice and training to clinical staff on MBS updates and correct billing practices
- Process bulk billing submissions and follow up on rejected or unpaid claims
- Conduct HPOS checks for key item numbers to ensure eligibility and compliance
- Maintain accurate records of Medicare billings and audits, providing reports to DCEO and CEO as required

Practice Incentive Program (PIP) & Workforce Incentive Program (WIP) Management

- Manage all organisational PIP and WIP reporting and compliance activities
- Ensure accurate registration of PIP-eligible providers
- Monitor and maintain MyMedicare registrations for eligible patients
- Liaise with Department of Health representatives as required regarding PIP/WIP payments

Patient Management System Administration

- Oversee and maintain patient management system uploads including SNOMED, MBS, and MIMs updates
- Ensure accuracy and currency of billing codes, medications, and service items in Communicare or equivalent system
- Collaborate with IT support to resolve system issues impacting Medicare billing
- Ensure data integrity and compliance with privacy legislation

HPOS Account Management

- Manage the organisation's Health Professional Online Services (HPOS) account
- Maintain provider registrations, location approvals, and organisation details
- Conduct HPOS checks to ensure all accounts and registrations are current and compliant

Billing and Reporting

- Track billing activity across [Service], analysing patterns and identifying areas for improvement
- Provide regular billing reports to Practice Manager, DCEO, CEO, and Board as required
- Develop and maintain a Medicare Compliance Register and reporting schedule
- Respond to Medicare and Department of Health enquiries regarding billing practices and audits

Liaison and Consultation

- Consult with GPs, allied health professionals, and billing providers to resolve billing queries
- Act as the central point of contact for Medicare-related matters within the organisation
- Maintain positive working relationships with external agencies including Medicare and the Department of Health

MEETINGS

- Represent [service] at external stakeholder meetings, sector forums, and funding body consultations.
- Participate in community engagement events and lead high-level discussions on strategic and policy matters.
- Oversee Executive Leadership Team meetings and promote collaborative decision-making.

PROFESSIONAL DEVELOPMENT

- Maintain up-to-date knowledge of Medicare, MBS updates, PIP/WIP changes, and related compliance frameworks
- Participate in ongoing professional development relevant to the role and as approved by the CEO/DCEO

ESSENTIAL SKILLS AND EXPERIENCE

- Experience using Patient Management Systems (PMS)
- Demonstrated experience with HPOS portal management
- High-level administrative, analytical, and record-keeping skills
- Strong attention to detail and accuracy in billing data
- Excellent communication and liaison skills with both clinical and non-clinical staff

- Demonstrated ability to provide training or education to staff regarding Medicare compliance
- High-level computer literacy, including Microsoft Office Suite

MANDATORY REQUIREMENTS

- Demonstrated knowledge of Medicare billing and compliance frameworks
 - Proven experience in managing PIP, WIP, My Medicare, and HPOS systems
 - High-level cultural competency and understanding of working in an Aboriginal community-controlled health setting
 - Current National Police Check
 - Current Working with Children Check or equivalent clearance
 - Current Driver's Licence
 - Compliance with all organisational policies and procedures
 - Ability to maintain confidentiality and comply with Australian Privacy Principles
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SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____