



Australian Government

Assessment Requirements for HLTADM004 Manage health billing and accounting system

Release: 1

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Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Minimal changes to the elements and performance criteria. New evidence requirements for assessment, including volume and frequency.</p>

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- managed a billing and accounting system that meets regulatory requirements for a least 1 health practice

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- legal and ethical considerations for health practice billing, including:
 - codes of practice
 - policy frameworks
 - privacy, confidentiality and disclosure
 - records management, including:
 - reporting (for supported and special payment schemes)
 - information and data requirements for subsidy payments
- types of billing options available to health practices and the requirements to implement these:
 - bulk billing
 - direct debit of health insurance components
 - cash payment

- credit card payment
- features of products, systems and initiatives that support health billing systems:
 - software
 - staff training and support
 - systems support
- client payment issues and considerations for health practices:
 - barriers to prompt or complete payment
 - barriers that may prevent access to health services
 - strategies to reduce likelihood of client debt load
 - payment options for clients and suppliers
- debt recovery systems and practices
- cash flow needs of the practice and associated payment requirements to ensure viability of the practice

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - computerised billing system
 - client records
- regulatory requirements
- modelling of industry operating conditions

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>