



Australian Government

Department of Education, Employment and Workplace Relations

HLTPM502B Manage health billing and accounting system

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to manage a billing and accounting system in a health practice, with consideration of client accessibility, practice viability and regulatory and legislative requirements

Application of the Unit

Application

Work performed requires a range of well developed skills where a high level of discretion and judgement is required and individuals will take responsibility for their own outputs and may supervise the performance of others

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

1. Implement and monitor billing system

PERFORMANCE CRITERIA

- 1.1 Identify regulatory and legislative billing requirements
- 1.2 Identify and consider a range of *payment options* and *equipment requirements* to optimise ease of payment
- 1.3 Identify possible payment barriers that may prevent client access to practice services and develop billing strategies to best address barriers
- 1.4 Identify payment requirements to meet the viability and cash flow needs of the practice
- 1.5 Identify the accountability and reporting requirements for *supported and special payment schemes*
- 1.6 Implement and monitor billing system that takes into account regulatory and legislative requirement, practice requirements, client service accessibility and ease of payment variables
- 1.7 Identify *established products* that will support the billing and payment system

ELEMENT**PERFORMANCE CRITERIA**

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|--|---|
| 2. Develop and implement client debt recovery strategy | 2.1 Identify debt tolerance of the practice |
| | 2.2 Identify a range of <i>debt recovery practices</i> |
| | 2.3 Identify possible client barriers to prompt or complete payment and strategies to reduce likelihood of client debt load |
| | 2.4 Develop debt recovery policy and practices |
| | 2.5 Monitor debt and adjust debt recovery policy and practices accordingly |
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| 3. Manage information and data required to maintain subsidy payments | 3.1 Identify the <i>information and data requirements</i> to maintain subsidy payments |
| | 3.2 Develop systems to collect data with minimal interruption to practice functions |
| | 3.3 Manage information and data requirements to meet quality and timeframe requirements |
| | 3.4 Provide necessary reports and data in the prescribed manner |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Cash flow needs of the practice and associated payment requirements to ensure viability of the practice
- Information and data requirements related to subsidy payments
- Possible client barriers to prompt or complete payment and associated strategies to

REQUIRED SKILLS AND KNOWLEDGE

reduce likelihood of client debt load

- Potential barriers relating to payment that may prevent client access to practice services
- Practice policies, procedures and systems related to payment options for clients and suppliers
- Relevant debt recovery practices
- Relevant regulatory and legislative billing requirements
- Reporting requirements for supported and special payment schemes

Essential skills:

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Develop billing strategies to address identified payment barriers
- Develop, monitor and maintain debt recovery policy and procedures for a practice
- Identify and implement resources to support billing and payment system requirements
- Identify debt tolerance level of the practice and appropriate debt recovery processes
- Implement and monitor billing system to address practice, regulatory and legislative requirements
- Manage information and data required to maintain subsidy payments
- Promote, implement and manage work attitudes and practices that reflect awareness of the importance of a range of aspects of sustainability
- Provide reports and data to address requirements

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Consistency of performance should be demonstrated over the required range of situations relevant to the

EVIDENCE GUIDE

unit:

workplace

- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

- Access and equity considerations:*
- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
 - All workers should develop their ability to work in a culturally diverse environment
 - In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
 - Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

- Context of and specific resources for assessment:*
- Assessment must be completed in the workplace.
 - Relevant guidelines, standards and procedures

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Billing options may include

- Bulk billing
- Direct debit of health insurance components
- Cash payment
- Credit card payment

Equipment requirements may include:

- Soft ware
- Specific insurance details or credit processing equipment and connections

Supported and special payment schemes may include:

- Pensioner payments
- Bulk billing

Established products may include:

- Software programs
- Staff training and support
- Systems support
- Information

Information and data may include:

- Usage rates and evidence
- Coded clinical data

Unit Sector(s)

Not Applicable