

Job Title: Patient Liaison Officer

Location/Base: Parkside Hospital, 53 Parkside, Wimbledon SW19 5NX / Tuition House, 27-37 St George's Rd, Wimbledon, London SW19 4EU

Dept.: Finance

Reporting to: Revenue Assurance Manager

We are seeking a Patient Accounts Liaison Officer with demonstrable experience in a healthcare environment and fee collection to support our existing accounts team.

JOB PURPOSE

To support the cash flow process by liaising with patients and insurers to ensure accuracy of insurance authorisation details and to ensure self-funding patient account payments are received on a timely basis. To deal with patients' queries with regard to the financial aspects of their stay in the hospital. To review the insurer IT systems to ensure the accuracy of financial and patient information held, resolving any errors promptly to ensure payments are received on a timely basis. To continuously improve revenue capture and provide an exceptional patient experience.

KEY ACCOUNTABILITIES

- Obtaining all appropriate insurance pre-authorisations for treatment.
- Raising patient charges on dedicated patient IT system and completing audits to ensure the accuracy of data capture.
- Billing and dispatching invoices and sending claim forms to the relevant insurance companies within agreed timescales.
- Use the EDI system to electronically send bills to relevant insurance companies on a timely basis and take ownership of correcting failed bills including ensuring the reasons are investigated and rectified.
- Familiarisation with all medical insurance schemes available.
- To process and receipt patient payments/refunds and posting to the system to ensure accuracy of each patient's account and to facilitate prompt revenue collection
- Handle billing queries from patients, insurers and consultants, including management of the dedicated mailbox.
- Run the end of day credit card terminal process
- Familiarisation with all medical insurance schemes available.
- Assist with pricing queries where required
- General office duties and assistance in other areas should the need arise

SUPPLEMENTARY INFORMATION

Our Values

We are proud to be 'Individually different. Altogether better' and it is only through our people that we will achieve our mission to:

“Provide first-class independent healthcare for the local community in a safe, comfortable and welcoming environment; one in which we would be happy to treat our own families”

We do this by asking you to work within our core values:

- Beyond Compliance – Going above and beyond to improve our business
- Personalised Attention – Taking time to care for others
- Partnership and Teamwork – Inclusive and collaborative
- Investing in Excellence – Working to be the best
- Always with Integrity – Respected, admired and reliable

Code of conduct

- I will make the CARE and SAFETY of our patients my first concern and will always act to protect them from risk.
- I will always be respectful to the public, patients, relatives and carers, colleagues and business when representing Aspen Healthcare.
- I will always be honest and act with integrity.
- I will accept responsibility for my own work and if appropriate the proper performance of the people I manage.
- I will show my commitment to working as a team member with all my colleagues and the wider community.
- I will take responsibility for my own learning and development.
- If a member of a professional body, I will comply with the relevant professional code of ethics and conduct at all times

Equality & Diversity

Aspen Healthcare Limited is an Equal Opportunity Employer. Its policy is to treat everyone in the same way regardless of their race, religion, marital status, physical/mental disability, gender, sexual orientation, and age, responsibilities for dependents, trade union membership or offending background. The Company values the diversity of its work force as a strength and aims to provide a working environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.

Health & Safety at Work

You are reminded that, in accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, you have a duty to take responsible care to avoid injury to yourself and to others by your work activities, and to co-operate with the organisation and others in meeting statutory and mandatory requirements.

Statutory & Mandatory Training

You are required to complete mandatory training as required, and if unable to attend ensure this is rectified with your line manager’s support at the earliest opportunity.

Infection Prevention & Control

It is the responsibility of all staff to ensure high quality patient care is based upon principles of best practice in infection prevention and control, either directly through personal contact or indirectly through supervision of practice.

It is the responsibility of all staff to fully co-operate with managers in achieving compliance with Infection Control policies and in adopting safe systems of work when undertaking activities that present a risk of the spread of infection.

Confidentiality

Information about any individual, which includes either some or all details of their identity is personal and is subject to the Data Protection Act (1998), the Human Rights Act (2000) and other Aspen Healthcare requirements such as the Caldicott principles.

- Patient information, in any form is confidential. This means that information should only be shared or accessed by someone with a legitimate reason, related to the care of the patient.
- Information about members of staff or others in relation to sensitive issues, such as appraisals, investigations, complaints or payroll details is also confidential.

All staff must always maintain confidentiality when dealing with sensitive material and information of this nature and immediately report any potential confidentiality issues that may arise.

Information Security

All staff are required to read and comply with all Aspen communications and policies that are issued relating to the electronic security of Aspen and patient information particularly in relation to:

- Saving data and information
- Password management and responsibilities
- Transfer of data and data sharing

Whistleblowing - Raising Concerns

It is the responsibility of all staff to raise any concerns to their line manager or the HR department if they reasonably believe that one or more of the following concerns is either happening, has taken place, or is likely to happen in the future relating to the company's business:

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above.
- any other legitimate concerns

Data Protection

All staff must be aware of the Caldicott principles, the Data Protection Act 1998 and the Human Rights Act 1998. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, Aspen Healthcare and the individual may be prosecuted. Disciplinary action will be taken for any breach.

Mobility/Flexibility

Your normal place of work will be as stated above, but as a term of your employment you may be required to work from any of the companies' facilities.

Safeguarding the Welfare of Children and Vulnerable Adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines relevant to their job role

For all posts requiring professional registration

You are required by law to maintain professional registration for the duration of your employment and cannot be lawfully employed should registration lapse. Lapsing may render you subject to disciplinary action. You are also required to abide by the codes of professional practice as detailed by the professional body (Nursing and Midwifery Council, General Medical Council, Health and Care Professions Council etc.)

Other responsibilities

You will be required to be aware of and adhere to all relevant Company Policies and Guidelines.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time and where possible be in consultation with the post holder.

Review

The post-holder must act in such a way to promote a positive image of Aspen Healthcare UK Ltd at all times. This job description is not conclusive and will be regularly reviewed with the post-holder.



Person specification

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Dept.: Finance

Reporting to: Revenue Assurance Manager

	ESSENTIAL	DESIRABLE
Educational qualifications:	Good general education to GCSE or A level standard	
Specific training / skills / knowledge required:	<p>Good general knowledge of all sales ledger procedures</p> <p>Comprehensive knowledge of IT office applications.</p> <p>Organised and methodical worker, with the ability to multi-task</p> <p>Excellent communication skills</p> <p>Knowledge of private medical insurance guidelines, payer requirements and systems.</p> <p>Customer service skills for interacting with patients regarding medical claims and payments, including communicating with patients and family members of diverse ages and backgrounds.</p>	<p>Excellent knowledge of Microsoft Office applications and ability to learn up new IT systems quickly.</p> <p>Knowledge of medical terminology</p>

<p>Experience</p>	<p>Accounts/cashiering experience</p> <p>Customer service skills for interacting with patients regarding medical claims and payments, including communicating with patients and family members of diverse ages and backgrounds.</p>	<p>Experience working in a hospital accounts environment</p>
<p>General</p>	<p>Polite yet assertive</p> <p>Positive attitude and ability to work well in a team environment.</p> <p>Self-motivated</p> <p>Flexible</p>	<p>Excellent time management skills</p> <p>Problem solving abilities</p>