



Job Title : Revenue Assurance Administrator
Location/Base : The Edinburgh Clinic
Department : Finance
Reporting To : Finance & Administration Manager
Accountable For: All Aspects of Clinic Billing & Revenue Capture

ROLE OBJECTIVE

To ensure compliance with Aspen Healthcare billing policies, to manage all aspects of revenue capture and relationships with Private Medical Insurance Partners.

ROLE ACCOUNTABILITIES

- To understand all revenue generating departments across the Clinic
- Manage day to day revenue assurance at The Edinburgh Clinic including having a full understanding of all Private Medical Insurance (PMI) schemes
- Liaising with both Aspen Group PMI colleagues and insurers to ensure accurate pricing and coding
- Ensure compliance with billing timelines at 48 hours post chargeable event
- To continuously improve revenue capture and reporting of that revenue
- Manage day-to-day schedule for Patient Accounts, liaising with the Finance & Administration Manager as appropriate
- Implement and review Healthcode transactions daily to clear all transactions to agreed timescales
- Attend Healthcode seminars and volunteer for Healthcode advisory committees when appropriate
- To work closely with Procurement colleagues to ensure all stock is accounted for and charged appropriately
- Ensure that all appropriate insurance pre-authorisations are obtained before treatment commences
- Liaise with Head Office IT to maintain APAS, make necessary improvements and manage/audit pricing amendments
- Ensure appropriate Clinic colleagues are appropriately trained to assist with Patient billing and carry out regular audits of charges to ensure accuracy
- Create positive working relationships with all Clinic departments, including attendance at the daily huddle
- To document the end-to-end billing procedure into a formal billing manual for use by both current and future team members
- To assist the wider Finance team wherever necessary and appropriate

ROLE COMPETENCIES

- To lead by example, actively promote our values and ensure that our mission statement is always at the heart of service delivery
- To contribute to the effective management, recruitment, development, guidance, recognition, communication, coaching and training of all direct reports in accordance with Aspen's operating procedures and company policies
- To create a positive, supportive and collaborative working environment
- To provide robust, reasoned and comprehensive solutions to operational challenges, be technically savvy and ensure control of the resources under your control
- To continually seek ways to improve efficiencies in the direct remit of the role and in the wider Clinic
- To actively contribute to the future success of the Clinic, in particular to your department by identifying new opportunities; by recommending, developing or improving services
- To have a clear vision of the Clinic's objectives and the capability to communicate that vision to all direct reports so that they are inspired to share it and work collaboratively to achieve it

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

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 company's 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.