

Private Patients Income Team Supervisor

Department: Health & Social Services

Division: HCS 24

Reports to: Private Patient Manager / General Manager Surgery

JE Reference: HCS1065

Grade: CS08 (AfC: D)

JE Date: 13/12/2021

Job purpose

Jersey Private Patients service provides a private healthcare service at Jersey General Hospital, for patients with health insurance or for those who choose to self-fund. Their Treatment generates an annual income in the region of £10 million. The service encompasses inpatient treatment (referred to as the private patient unit), day case surgery and outpatient treatment. This role is focused around managing the work of the Private Patients Income Team, ensuring that all chargeable procedures are identified, accurately costed and billed for promptly, to ensure maximum income recovery from private inpatients and outpatients. The post holder is required to work with a range of stakeholders to ensure robust procedures are in place to maximise the capture of all private patient income.

Job specific outcomes

- Manage the collection of information from operating theatres, day surgery, wards and other areas where private patients are admitted to hospital.
- Manage the processes for assessing and preparing accounts for private patients. Ensure all paperwork has been completed fully and accurately. Assess amounts due by reference to clinical data, clinical procedure codes, departmental policy and insurance company contracts.
- Ensure Income Team provide accurate multi-line spreadsheets to Treasury on a regular daily/weekly basis, for prompt invoicing. Work with Hospital Finance Team and Treasury to agree month-end targets and accrual processes.
- Manage the workloads of Income Officers and Private Outpatient & Self-Pay Co-Ordinator. Ensure daily, weekly and month-end income tasks are met. Undertake My Conversation My Goals and plan working arrangements to ensure that appropriate levels of cover are maintained to cover office hours and annual leave. Identify training needs and implement any training programmes as required.
- Build relationships with health insurance companies, so that any billing queries or discrepancies can be followed up and promptly resolved. Implement any changes to insurer requirements that impact on billing processes, in order to minimise shortfalls in payments.
- Work with Private Patient Manager and deputise in their absence as well as Treasury to develop robust and financially compliant self pay mechanisms for patients that choose to fund their own treatments. Administer updates to annual self-pay contracts and ensure roll-out.
- Provide information and advice to hospital staff and private patients on departmental policies, procedures and charges, including the Private Patient Policy. Provide indicative estimates of likely costs to prospective patients.

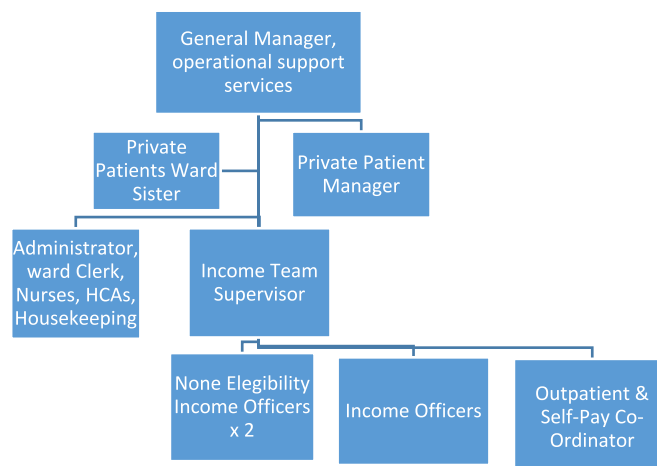
- Proactively work with clinical and administration staff to identify potential sources of private patient income. Develop and implement procedures to collect income from all such activity.
- Deal with patients querying charges or making complaints about charges. Investigate complaint and gather all paperwork, discuss with Private Patient Manager and/or General Manager to agree outcomes.
- Prepare letters for review by Private Patient Manager and General Manager. Liaise with Treasury and patient to ensure patient's account reflects decisions made. Liaise with Hospital Managing Director, providing all paperwork and accompanying letter, should the complaint decision or resolution require final approval from the Hospital MD.
- Prepare agenda items for weekly Income Team meetings with Private Patient Manager and General Manager. Discuss, agree and implement action points arising from meetings. Participate in meetings held with Treasury and Hospital Finance Team to improve processes or resolve any issues relating to private patient billing.
- None Eligibility – Make decisions in line with the none eligibility policy holder to assess the eligibility of individuals requiring on Island healthcare.
- Investigate and make recommendations to the Managing Director or / policy holder of none charges, none eligibility patients accessing Island Healthcare.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Minimum A-level standard of education.	Book keeping qualification would be an advantage
Knowledge	<p>Good knowledge of Microsoft Office Suite and the ability to grasp new IT applications. Knowledge of Human Resources policies and processes.</p> <p>Is required to work within the wider context of HSSD policies and the Private Patient Policy.</p>	<p>Knowledge This relates to the level and breadth Ideally have ECDL (European Computer Driving Licence).</p>
General Skills/Attributes	<p>Excellent communication skills, both in writing and verbally, when dealing with patients, insurance companies and a wide range of hospital staff, on sensitive patient treatments and income related matters.</p> <p>Good numeric skills and ability to manage billing flow to Treasury to ensure monthly accounting deadlines are met.</p> <p>Proven listening, negotiating and influencing skills.</p> <p>Pro-active and highly organised, with strong time management skills and attention to detail.</p> <p>Ability to meet tight deadlines and remain calm under pressure.</p> <p>Ability to deal with confidential information eg. patient specific medical and VI surgical information.</p> <p>Ability to problem-solve income recovery issues and reach successful outcomes.</p>	
Experience	<p>Minimum of five years' experience in a financial processing environment and experience of computerised accounting systems.</p> <p>Experience of working in a hospital/healthcare environment and good understanding of clinical and medical terminology.</p> <p>Experience of JD Edwards/ Trakcare.</p> <p>Experience of managing staff and working with teams, with the ability to motivate and build team rapport.</p>	