

Health New Zealand Te Whatu Ora	POSITION TITLE	ACC Coordinator Fixed Term		
	DIRECTORATE	Support Services	DEPARTMENT	ACC Services
	REPORTING TO (operationally)	ACC Manager	REPORTING TO (professionally)	N/A
DIRECTORATE RESPONSIBILITIES & DIRECT REPORTS	This role covers Health New Zealand Te Whatu Ora Te Matau a Māui Hawke's Bay Staff reporting - No direct reports			
PURPOSE OF THE POSITION	<p>This position is responsible for effective management of injury related patient support to guarantee efficient funding applications, and accurate billing information service with a high-quality customer focused approach.</p> <p>Performing various administrative tasks associated with processing of ACC eligible patients for the ACC Services team to achieve timely, accurate and auditing standards – ensuring all claims are lodged correctly and within relevant timeframes.</p> <p>The position will report directly to the ACC Manager, but will have liaison with clinical and administrative staff to maximise revenue for the District.</p>			
KEY DELIVERABLES	<p>Managing ACC Patient Injury Process and Maintain Database:</p> <ul style="list-style-type: none"> • Work with the ACC Clinical Nurse Co-ordinator to identify ACC injury patients and ensure that their ACC 45 is complete and lodged within required time frames • Work with the ACC Clinical Nurse Co-ordinator to ensure that treatment injury, ACC2152's is completed • Review surgical waitlists for elective surgeries that are eligible for ACC. Ensure relevant ACC documentation and processes have been completed • Review ACC audit reports, complete relevant activities to maximise ACC revenue • Complete ACC paperwork as required to gain approval from ACC, in order to maximise ACC revenue and support patient related ACC entitlements <p>ACC Data Collection in all relevant electronic systems:</p> <ul style="list-style-type: none"> • Provide support to ensure correct ACC data is captured/collected in all relevant electronic systems • Claim information has been checked (and updated) for correctness to ensure accurate funding is provided for ACC presentations and relevant visits • ACC revenue is captured correctly • ACC documentation is sent to ACC and patient record as applicable • Liaise with relevant teams to obtain clinical notes requested by ACC <p>Revenue and Invoicing Systems:</p> <ul style="list-style-type: none"> • Deliver and maintain revenue and invoicing systems and processes to maximise ACC revenue and maintain effective and efficient procedures • Billable events for specified contracts are accurately captured per contract requirements, and marked as “Billable” for specified intervals within relevant electronic systems • Ensure timely invoicing for ACC for services provided including maintenance and usage of the ACC electronic billing. This includes maintenance and updating of electronic systems • Manage/monitor invoicing and payments <p>Support ACC Credit Control Processes:</p> <ul style="list-style-type: none"> • Work with the Accounts Payable team to optimise recovery of unpaid items • Produce and provide comment on an Aging Trial Balance Report to the ACC Manager <p>Working Relationships:</p> <ul style="list-style-type: none"> • Establish on-going functional working relationships with Accounts Payable team • Collaborate with staff involved in administrative and clinical delivery of ACC services <p>CostPro Maintenance:</p>			

	<ul style="list-style-type: none"> • Ensure insurance tables, activity and general ledger mapping are up to date and accurate • Ensure ACC verification details are up to date and applied in CostPro <p>Process Management of ACC Contracts:</p> <ul style="list-style-type: none"> • Understand ACC contracts, business rules and process management • Manage the monthly billing for ACC contracts and regulations • Review fracture clinic events for accurate billing on a monthly basis • Liaise with services to better align their recording processes to ACC's requirements • Contribute to annual reviews of ACC contracts • Analyse data to ensure Public Health Acute Services (PHAS) and non-PHAS criteria for ACC funding is met • Ensure preparation of retrospective invoices for all District recoverable services as per relevant timeline • Work out non-PHAS funder, and timeline restrictions, various pricing for different year contracts for back billing • Undertake investigation and analysis on the database (via queries), to support regular and ad hoc audits • Explore various service areas for back billing and prepare retrospective invoices within 12 months of decision date with all documentation / justification for sending to ACC • Follow-up with ACC to get invoices paid • Timely communication with the appropriate persons at ACC to manage any queries on processing of invoices and follow-up on payment • Provide regular and accurate reports to the ACC Manager <p>Complying with the requirements of the Public Records Act 2005:</p> <ul style="list-style-type: none"> • Create accurate and appropriate records to support and evidence business activities e.g. desk files (includes meeting records, oral decisions, text messages, emails etc) • File all corporate records, created or received, into a corporate repository (digital or electronic) • Ensure corporate information is secure, unchanged and not removed from its repository until its compliant disposal (destruction or transfer) <p>Other Duties:</p> <ul style="list-style-type: none"> • To escalate issues of concerns when identified to the ACC Manager • Activity manage and report when deadlines for invoices cannot be met • Support ACC Services Team with ad hoc tasks as and when required and perform any other duties considered relevant to the scope of the role • To be a resource for ACC projects from time to time, as required • Attends meetings as appropriate to share and receive information • Take meeting notes as requested 	
<p>HEALTH & SAFETY RESPONSIBILITIES</p>	<p>Te Whatu Ora, Te Matau a Māui Hawke's Bay, is committed to maintaining and promoting the health & safety of all its staff, contractors, volunteers and patients. In this role, your duties are:</p> <ul style="list-style-type: none"> • Not to do anything that puts your own H&S at risk • Not to do anything that puts others H&S at risk • To follow all health and safety policies and procedures • To follow all reasonable health and safety instructions <p>(You have the right to cease work if you believe that you, or others, are at risk of serious harm).</p>	
<p>KEY WORKING RELATIONSHIPS</p>	<p>INTERNAL</p> <ul style="list-style-type: none"> ▪ All staff within the ACC Services Team ▪ Finance and Contracts teams ▪ District clinical, managerial and clerical staff as relevant 	<p>EXTERNAL</p> <ul style="list-style-type: none"> ▪ ACC Corporate, Payments Team, Branches, Registration Centre, Provider Helpline, Treatment Injury Unit ▪ GP's, Medical Centres, Private Rooms, Clinics ▪ Insurance companies ▪ Districts nationwide ▪ Vendor and suppliers ▪ Patients and their whānau

DELEGATION AND DECISION	<p>Works autonomously with a high degree of independence to challenge, identify opportunities, investigate and problem solve issues as they arise.</p> <p>The postholder will work predominantly independently, using their own judgement and knowledge to deal with issues but will be able to escalate issues to the ACC Manager as required.</p> <p>Maintains relationships with staff at all levels, including senior clinicians.</p>
HOURS OF WORK	<p>80 per fortnight, Fixed Term 6 months</p>
EMPLOYMENT AGREEMENT & SALARY	<p>In accordance with the PSA National Health Workers Administration Single Employer Collective Agreement Band 4, pro rata for hours worked.</p>
DATE	<p>January 2025</p>
EXPENDITURE & BUDGET ACCOUNTABILITY	<ul style="list-style-type: none"> ▪ Contributes to income revenue of large sums of money (at least \$5m)
SCOPE & COMPLEXITY	<ul style="list-style-type: none"> ▪ Expected to work with a level of autonomy where good communication and influencing skills may be required. ▪ Works within specific work area within scope of practice. ▪ Effectively manages own time and prioritises own workload to ensure work is completed within agreed timeframes. ▪ Liaises with staff at all levels regarding claims, including medical staff, clinicians and nursing staff to recognise opportunities to create better outcomes for patients and their whānau.

ESSENTIAL CRITERIA

Qualifications

- Graduate level degree or diploma in a relevant subject or equivalent experience/knowledge at this level

Experience

- An understanding of ACC's processes and procedures
- Data Entry/Administration experience
- Revenue management/Credit control/Contract Management/Data Analysis experience
- Experience of working in a Health Sector environment (ideally over 3 years' experience)

Business / Technical Skills

- An understanding of business, commercial and financial principles
- Demonstrates an understanding of continuous quality improvement

Key Attributes

- A commitment to biculturalism
- A commitment to achieving equitable outcomes for Māori
- Organisational skills
- Excellent written and verbal communication skills
- Ability to develop and maintain relationships with people at all levels
- Good attention to detail and accuracy
- Sound customer service skills, including with challenging situations
- Positive attitude with problem solving focus
- Flexible with an enthusiastic approach to learning

Effectively Engaging with Māori

- Demonstrates knowledge and understanding of local tikanga and Māori culture sufficiently to be able to respond appropriately to Māori
- Is visible, welcoming and accessible to Māori consumers and their whānau
- Actively engages in respectful relationships with Māori consumers and whānau and the Māori community
- Actively seeks ways to work with Māori consumers and whānau to maximise Māori experience
- Actively facilitates the participation of whānau in the care and support of their whānau member

Physical requirements for role:

The role is predominantly office based but requires a basic level of fitness to be able to walk between departments and up/down stairs as needed.

Vaccination status for role:

Vaccinations as per the current employee immunisation policy including annual influenza vaccination

DESIRABLE CRITERIA

Experience

- Previous experience with Patient Management Systems, Clinical portal, Oracle or similar

Business / Technical Skills

- Knowledge of medical terminology



Our Vision and Values

Te hauora o te Matau-ā-Māui: Healthy Hawke's Bay

Excellent health services working in partnership to improve the health and wellbeing of our people and to reduce health inequities within our community.



HE KAUANUANU RESPECT

Showing **respect** for each other, our staff, patients and consumers. This means I actively seek to understand what matters to you.

ĀKINA IMPROVEMENT

Continuous **improvement** in everything we do. This means that I actively seek to improve my service.

RARANGA TE TIRA PARTNERSHIP

Working together in **partnership** across the community. This means I will work with you and your whānau on what matters to you.

TAUWHIRO CARE

Delivering high quality **care** to patients and consumers. This means I show empathy and treat you with care, compassion and dignity.