

**SKILLS FRAMEWORK FOR HEALTHCARE  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Department Management					
<b>TSC</b>	Billing Procedures					
<b>TSC Description</b>	Perform and manage billing procedures and finance-related activities					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
	<b>HCE-DMH-1001-1.1</b>	<b>HCE-DMH-2001-1.1</b>	<b>HCE-DMH-3001-1.1</b>	<b>HCE-DMH-4001-1.1</b>	<b>HCE-DMH-5001-1.1</b>	
	Perform billing and refund activities accurately according to organisational procedures	Explain to patients financial obligations and various payment options including subsidies available	Manage payment and billing exceptions including errors and amendments	Facilitate billing and financial counselling activities	Manage escalated exceptions and downgrading processes	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Organisational procedures relating to billing matters</li> <li>Types of patient identification documents</li> <li>Types of financial documents</li> <li>Regulations pertaining to billing requirements</li> <li>Ministry of Health billing regulations</li> <li>Types of private medical insurance and managed care schemes</li> <li>Different classes of patients</li> <li>Types of refunds</li> </ul>	<ul style="list-style-type: none"> <li>Various government medical subsidies and benefits, financial assistance schemes and options</li> <li>Central Provident Fund regulations on Medisave, Medishield and other financial assistance schemes</li> <li>Options available to patients with financial issues</li> </ul>	<ul style="list-style-type: none"> <li>Types of billing errors</li> <li>Types of billing amendments</li> <li>Basic accounting principles</li> <li>Types of gross misconducts and negligence related to financial obligations</li> <li>Types of end-of-day financial reports</li> <li>Methods of patient needs' analysis</li> <li>Payment barriers for patients</li> </ul>	<ul style="list-style-type: none"> <li>Organisational policies and procedures on cash float management</li> <li>Methods to resolve various types of discrepancies in cash floats</li> <li>Organisational procedures and guidelines on handovers</li> <li>Basic financial auditing</li> </ul>	<ul style="list-style-type: none"> <li>Organisational procedures and guidelines to manage downgrading</li> <li>Factors to take into consideration when managing downgrading</li> <li>Downgrading eligibility</li> <li>Organisational procedures to manage payment exceptions</li> </ul>	
<b>Abilities</b>	<ul style="list-style-type: none"> <li>Verify identification documents from patients</li> <li>Perform payment collection procedures</li> <li>Reconcile payments collected</li> <li>Process refunds or bill amendments according to organisational procedures</li> </ul>	<ul style="list-style-type: none"> <li>Advise patients on various financial options, obligations and support available</li> <li>Identify situations where patients' financial coverage is insufficient and report accordingly</li> <li>Provide suggestions and options to patients dealing with insufficient financial coverage</li> <li>Handle cash floats according to organisational procedures</li> <li>Follow escalation process to alert relevant persons when bill amendments and refunds are required</li> <li>Close counter transactions in</li> </ul>	<ul style="list-style-type: none"> <li>Review and endorse payment exceptions including refunds and amendments according to organisational procedures</li> <li>Follow up with bill amendments in accordance with organisational procedures</li> <li>Conduct basic investigation of the root causes of computer-generated bills for errors</li> <li>Resolve errors in financial payment reconciliations</li> <li>Advise staff on corrective actions</li> <li>Report issues of gross misconduct and/or</li> </ul>	<ul style="list-style-type: none"> <li>Close counter transactions in accordance with organisational policies</li> <li>Reconcile cash with computer-generated reports</li> <li>Resolve discrepancies in cash floats</li> <li>File and sort documents during handovers and check for completeness</li> <li>Oversee accurate submission of end-of-day financial reports</li> </ul>	<ul style="list-style-type: none"> <li>Identify circumstances where patients are eligible for downgrading</li> <li>Liaise with medical social workers to help patients experiencing financial difficulties with their medical expenses</li> <li>Resolve escalated payment exceptions and bill amendments</li> </ul>	

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		accordance with organisational policies	negligence to supervisors			
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