<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Department Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSC</td>
<td>Billing Procedures</td>
</tr>
<tr>
<td>TSC Description</td>
<td>Perform and manage billing procedures and finance-related activities</td>
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</tbody>
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<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tbody>
<tr>
<td></td>
<td>HCE-DMH-1001-1.1</td>
<td>HCE-DMH-2001-1.1</td>
<td>HCE-DMH-3001-1.1</td>
<td>HCE-DMH-4001-1.1</td>
<td>HCE-DMH-5001-1.1</td>
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<tr>
<td>Perform billing and refund activities accurately according to organisational procedures</td>
<td>Explain to patients financial obligations and various payment options including subsidies available</td>
<td>Manage payment and billing exceptions including errors and amendments</td>
<td>Facilitate billing and financial counselling activities</td>
<td>Manage escalated exceptions and downgrading processes</td>
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### Knowledge
- Organisational procedures relating to billing matters
- Types of patient identification documents
- Types of financial documents
- Regulations pertaining to billing requirements
- Ministry of Health billing regulations
- Types of private medical insurance and managed care schemes
- Different classes of patients
- Types of refunds
- Various government medical subsidies and benefits, financial assistance schemes and options
- Central Provident Fund regulations on Medisave, Medishield and other financial assistance schemes
- Options available to patients with financial issues
- Types of billing errors
- Types of billing amendments
- Basic accounting principles
- Types of gross misconducts and negligence related to financial obligations
- Process of end-of-day financial reports
- Methods of patient needs’ analysis
- Payment barriers for patients
- Organisational policies and procedures on cash float management
- Methods to resolve various types of discrepancies in cash floats
- Organisational procedures and guidelines on handovers
- Basic financial auditing
- Organisational procedures and guidelines to manage downgrading
- Factors to take into consideration when managing downgrading
- Downgrading eligibility
- Organisational procedures to manage payment exceptions

### Abilities
- Verify identification documents from patients
- Perform payment collection procedures
- Reconcile payments collected
- Process refunds or bill amendments according to organisational procedures
- Advise patients on various financial options, obligations and support available
- Identify situations where patients’ financial coverage is insufficient and report accordingly
- Provide suggestions and options to patients dealing with insufficient financial coverage
- Handle cash floats according to organisational procedures
- Follow escalation process to alert relevant persons when bill amendments and refunds are required
- Close counter transactions in accordance with organisational policies
- Review and endorse payment exceptions including refunds and amendments according to organisational procedures
- Follow up with bill amendments in accordance with organisational procedures
- Conduct basic investigation of the root causes of computer-generated bills for errors
- Resolve errors in financial payment reconciliations
- Advise staff on corrective actions
- Report issues of gross misconduct and/or
- Close counter transactions in accordance with organisational policies
- Reconcile cash with computer-generated reports
- Resolve discrepancies in cash floats
- File and sort documents during handovers and check for completeness
- Oversee accurate submission of end-of-day financial reports
- Identify circumstances where patients are eligible for downgrading
- Liaise with medical social workers to help patients experiencing financial difficulties with their medical expenses
- Resolve escalated payment exceptions and bill amendments

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| accordance with organisational policies | negligence to supervisors |  |  |  |