

Claims Coordinator



Role specification

Role Title

Claims Coordinator

Business Unit

Presbyterian Support Central (PSC)

Reports to

Clinical Director

Direct Reports

Nil

Purpose of the role

The Claims Coordinator is responsible for identifying, accessing, lodging, and managing ACC claims on behalf of eligible residents and clients across Enliven and Family Works.

The role ensures resident documentation and clinical records supporting ACC claims are complete, accurate and compliant. Working closely with Managers, administrators and clinical team members, the ACC Coordinator manages the end-to-end ACC claims and invoicing process from identification and lodgement through to payment.

Working across the organisation, the Claims Coordinator provides guidance and support to help teams understand and maximum legitimate ACC funding opportunities. The role contributes to PSC's financial sustainability while supporting high-quality clinical practice and accurate documentation.

Organisational overview

Presbyterian Support Central's (PSC) vision is of inclusive communities where people and families are safe, strong and connected. Our caring team is dedicated to providing person-centred, culturally responsive, caring and professional support to people from all walks of life. We are a not-for-profit organisation providing services in Taranaki, Whanganui, Horowhenua, Manawatu, Wairarapa and the greater Wellington region. PSC is one of seven autonomous regional Presbyterian Support organisations. Collectively we are one of Aotearoa New Zealand's largest not-for-profit health and social service providers

PSC's services for tamariki and their whānau are provided by Family Works, while our services for elders are provided by Enliven. Our Family Works services support children, young people, families and communities who have experienced trauma, family violence, separation, poverty, stress and anxiety, to have a safer and brighter future. Our Enliven services create age-friendly communities where people are happy and thrive, regardless of their age or ability. Our homes

and villages are places where older people have companionship, choice, variety, fun, meaningful activity and a sense of purpose.

PSC is a charity incorporated under the Charitable Trusts Act 1957. While we operate as a separate entity to the Presbyterian Church, our name is a celebration of our beginnings, our heritage and the values we share.

Key Accountabilities

Resident and Client Documentation and Compliance

The Claims Coordinator is responsible for ensuring that the processes for processing ACC claims is workable, efficient and appropriately maintained. The Claims Coordinator understands what supporting documentation is required and supports staff to ensure documentation is accurate and complete.

Key responsibilities include:

- Reviewing resident and client information to identify potential ACC claim opportunities.
- Working with relevant team members to obtain documentation required to support claims.
- Following up missing, incomplete or inaccurate documentation, including community service card numbers, clinical records, reports, consent and supporting evidence.
- Reviewing relevant reports and information within LeeCare, Puaa and other systems to identify potential claims and documentation gaps.
- Lodge claims with ACC and invoice appropriately for approved claims.
- Recommending system improvements.
- Debtor Management – ensuring the monies are collected from ACC in a timely manner.

ACC Claims Management

The Claims Coordinator manages ACC claims from identification and lodgement through to acceptance, invoicing, coding and reconciliation.

Key responsibilities include:

- Preparing and lodging ACC claims and associated documentation through approved ACC systems and processes.
- Ensuring claims are supported by appropriate clinical information and documentation.
- Monitoring lodged claims and following up rejections, requests for further information, delays or other issues.
- Managing accepted claims and associated invoicing requirements.



- Preparing and submitting invoices accurately and within required timeframes.
- Maintaining appropriate records of claims, invoices and supporting documentation.
- Ensuring relevant information is recorded in LeeCare and Paua and other required systems.
- Communicating with Site Administration teams regarding accepted claims and invoicing requirements.
- Debtor Management - Following up outstanding payments and resolving invoicing issues where required. Ensuring payment received in timely manner and addressing unpaid amounts with ACC.
- Following up outstanding payments and resolving invoicing issues where required.
- Liaising with ACC and relevant ACC support services to resolve claim or payment issues.

Stakeholder Support and Relationship Management

- Building and maintaining effective working relationships with Managers, CNMs, RNs, Social workers, Counsellors Administration teams and other relevant stakeholders.
- Providing guidance and practical support to team members regarding ACC claim processes and requirements, including ensuring provider numbers, community service card numbers and appropriate clinical information is provided within LeeCare and Paua and that reporting timeframes are met
- Provide support, education and guidance to ACC “providers” and Site teams
- Helping teams identify legitimate ACC funding opportunities.
- Communicating ACC requirements and processes in a clear, practical and accessible manner.
- Liaising with ACC and relevant external stakeholders to resolve claims-related issues.

Small Claims Management

- Undertaking records audits in LeeCare to identify where there are possible small claims which have not been flagged by employees, e.g. Reviewing incident forms and wound reports
- Confirming claim eligibility and gathering supporting documentation and evidence.
- Maintaining a centralised tracking system for claims lodged, processed and invoiced.
- Monitoring claim outcomes and values to support reporting and process improvement.
- Contributing to training resources, guidance and process documentation to support the consistent implementation of small claims processes across PSC.



Claims Quality Assurance and Duplicate Prevention

- Reviewing available reports and information to identify, monitor and track ACC claims.
- Checking relevant documentation and records to determine whether claims may already have been lodged.
- Maintaining effective controls to minimise the risk of duplicate claims or duplicate invoicing.
- Maintaining accurate and up-to-date claim tracking records.
- Identifying documentation gaps and working with clinical teams to obtain required information.
- Supporting appropriate ACC provider registration processes for relevant clinical team members.
- Monitoring and following up gaps or issues relating to ACC provider registrations.
- Identifying trends, risks and opportunities for improvement within ACC claims processes.

Health, safety and wellbeing

- Support organisational health, safety and wellbeing initiatives
- Support a culture of wellbeing at PSC
- Role model good health and safety practice and behaviours
- Report all hazards, incidents, accidents and near misses
- Support managers and the organisation in remaining compliant to health and safety legislation

Core Competencies



Commitment to Eden Philosophy

- Eden Principles and Domains of Wellbeing are included each year and undertaken in the mandatory training cycle for all staff
- Support the creation of a Human Habitat where life revolves around close and continuing contact with plants, animals and people of all ages
- Support residents to maintain loving companionship
- Support residents to give as well as receive care
- Support and encourage residents to maintain rituals and activities which are important to them as individuals and to find meaningful activities to undertake.



Customer service

- Strives to provide excellent customer service across the business. Is visible, accessible and approachable to management and staff – meets with people across the business and in different locations



- Actively seeks input from clients and key stakeholders to identify their unique business needs, goals, opportunities and risks
- Is responsive to client requests and queries, attends promptly to any concerns and resolves these where at all possible
- Aware of what sites and clients are saying - listens to and understands their needs
- Ensures that client expectations are managed, and delivery capability clearly communicated.



Communication

- Practises active and attentive listening
- Explains information and gives instructions in clear and simple terms
- Willingly answers questions and concerns raised by others
- Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged
- Is confident and appropriately assertive in dealing with others
- Deals effectively with conflict.



Relationship Management

- Actively attempts to identify client's unique business needs, goals, opportunities and risks
- Actively seeks input from clients and key stakeholders to ascertain needs
- Demonstrates thoughtfulness, courtesy, openness and respect for the organisation's clients and employees. Gains trust and confidence
- Establishes and sustains positive working relationships with people at all levels. This includes the development of networks, promoting the organisation's brand and purpose and seeking new ideas
- Fosters an open, collective, mutually beneficial and co-operative culture within the wider organisation
- Ensures that client expectations are managed and delivery capability clearly communicated
- Attends promptly any client concerns and resolves these where at all possible.



Taking responsibility

- Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected
- Adjusts work style and approach to fit in with requirements
- Perseveres with tasks and achieves objectives despite obstacles
- Is flexible in thinking and open to changes affecting role and condition
- Is reliable - does what one says one will
- Consistently performs tasks correctly - following PSC, Family Works and Enliven policy and procedures and protocols.





Teamwork

- Develops constructive professional working relationships
- Has an open positive manner
- Is visible, accessible and approachable to management and staff – meets people across the business in different locations
- Works cooperatively - willingly sharing knowledge and expertise with colleagues
- Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments
- Supports in word and action, decisions that have been made by the organisation.



Quality and Innovation

- Constantly looks for innovative ways to achieve greater levels of efficiency, cost-effectiveness and growth
- Provides quality service to those who rely on one's work
- Looks for ways to improve work processes - suggests new ideas and approaches
- Explores and trials ideas and suggestions for improvement made by others
- Shows commitment to continuous learning and performance development.

Te Tiriti o Waitangi

Presbyterian Support Central honours te Tiriti o Waitangi, accords value to te ao Māori (the Māori world), supports kaitiakitanga (guardianship) and is responsive to the needs of Māori.

All staff are encouraged to celebrate cultural diversity in the workplace. This is about respect, engagement, and honouring all people while at the same time acknowledging the unique role of Māori as Tangata Whenua.

Person Specification

Qualifications and Experience

- A clinical background is desirable
- Client and finance system literacy
- Working knowledge of ACC claims processes, or the ability to learn these quickly.
- Current New Zealand driver's licence and the ability to travel to Homes and sites as required.
- Commitment to maintaining accuracy, confidentiality and professional standards.
- Experience identifying process improvements and developing simple tools, templates or tracking systems is an advantage.

