

UNIVERSITY OF SOUTH CAROLINA SCHOOL OF MEDICINE
Department Billing Policies Page 1 of 5

1. PATIENT REGISTRATION

Policy Statement: The department will implement a mechanism by which demographic and financial information will be obtained on a timely basis to ensure the service is billed to the appropriate responsible party(s).

Effective Date: 02/23/99 Reviewed: 10/18/12

Policy Statement: Prior authorizations and pre-certifications will be obtained as required by individual carrier prior to performance of the service, except for emergencies.

Effective Date: 02/23/99 Reviewed: 10/18/12

2. CAPTURING AND CODING OF SERVICES

Policy Statement: The department will utilize consistent methodology by which to capture and code all patient services. All coding of services will be based upon guidelines published in the latest editions of Current Procedural Terminology (CPT), International Classification of Diseases (ICD-9), Health Care Financing Administration Common Procedure Coding System (HCPCS), and local carrier policies or mandates. An annual review of all department billing system forms and materials will be performed to incorporate any changes in the coding structures. All staff involved in the coding process will follow department procedure to ensure accuracy in coding and charge capture. The provider under whose billing number the charge is being submitted is ultimately responsible for the accuracy of all codes.

Effective Date: 02/23/99 Reviewed: 10/18/12

3. VERIFICATION OF ACCURACY IN CODING AND DOCUMENTATION

Policy Statement: The department will implement a mechanism by which to verify accuracy of coding and appropriate documentation of teaching physician's presence and participation contained in the medical record. The provider of the service will ensure that adequate documentation according to industry standards is present in the medical record to validate the extent of services rendered. The nature of services will not be misrepresented in order to attain an undue insurance payment.

Effective Date: 02/23/99 Reviewed: 10/18/12

4. BILLING AND COLLECTION

Policy Statement: The department will implement a mechanism by which all services are processed for payment, unless approved by the Chair, or his/her designee, and, when appropriate, by Legal Affairs. These guidelines will include, but not be limited to, data entry, claims submission, insurer contacts, payment processing, denied or rejected claims, requests for additional documentation, collections, and daily deposits.

Effective Date: 02/23/99 Reviewed: 10/18/12
Revised: 08/28/01

5. CREDIT BALANCES

Policy Statement: The department will have in place guidelines by which all credit balances are investigated and processed for refund to the appropriate party within sixty (60) days.

Effective Date: 02/23/99 Reviewed: 10/18/12

6. WAIVER OF BALANCES DUE

Policy Statement: The department will establish consistent procedures for determining a patient's financial hardship and uniformly apply this standard to all patients regardless of payer.

Effective Date: 02/23/99 Reviewed: 10/18/12

7. DISSEMINATION AND MAINTENANCE OF THIRD PARTY INFORMATION

Policy Statement: The department will implement a mechanism for disseminating carrier and contractual policies and requirements to all applicable providers of services and applicable staff in a timely manner.

Effective Date: 02/23/99 Reviewed: 10/18/12

7. DISSEMINATION AND MAINTENANCE OF THIRD PARTY INFORMATION (cont.)

Policy Statement: The department will be responsible for maintaining an up-to-date chronology of all bulletins and information from the third party payers and maintaining this information for seven (7) years.

Effective Date: 02/23/99 Reviewed: 10/18/12

8. BILLING SYSTEM MAINTENANCE AND UPGRADES

Policy Statement: The department will maintain a system to log and track all changes to the inventory of the billing system software or hardware.

Effective Date: 02/23/99 Reviewed: 10/18/12

9. MEDICAL RECORD RETENTION AND DESTRUCTION

Policy Statement: The department will retain and/or destroy medical records according to state and federal statutes and contractual requirements.

Effective Date: 02/23/99 Reviewed: 10/18/12

10. CONTENTS OF MEDICAL RECORD

Policy Statement: The department will have guidelines for the organization of individual medical records.

Effective Date: 02/23/99 Reviewed: 10/18/12

Policy Statement: The department will maintain a current list of medical abbreviations that are authorized for use by department personnel.

Effective Date: 02/23/99 Reviewed: 10/18/12

11. Inactive Policy

Effective Date: 02/23/99 Reviewed: 10/18/12

12. BILLING RECORD MAINTENANCE

Policy Statement: The department will maintain for a minimum of seven (7) years supporting documentation in the area of billing records.

Effective Date: 02/23/99 Reviewed: 10/18/12

13. ORIENTATION TO DEPARTMENT STANDARDS RELATED TO DOCUMENTATION AND BILLING

Policy Statement: The department will provide orientation training on department standards for documentation and billing for new faculty, residents and staff within thirty (30) business days of hire.

Effective Date: 02/23/99 Reviewed: 10/18/12

14. DOCUMENTATION OF TRAINING

Policy Statement: The department will maintain a log of attendance at training sessions related to billing or compliance issues that dictate a change in current policy and procedures. The log will contain the title and date of the session, presenter, sponsoring organization, and name of attendee. Pertinent handout information will be retained by the department for seven (7) years.

Effective Date: 02/23/99 Reviewed: 10/18/12

15. INVESTIGATION OF SUSPECTED COMPLIANCE CONCERNS

Policy Statement: The department will investigate any suspected non-compliance issue and information regarding significant substantiated issues will be referred to the Office of Compliance for disposition.

Effective Date: 02/23/99 Reviewed: 10/18/12

Policy Statement: In the event the department is made aware of a legal request or demand for information or interviews, the appropriate administrative personnel will be promptly notified as per department and School of Medicine protocols.

Effective Date: 02/23/99 Reviewed: 10/18/12

16. CORRECTIVE ACTION FOR FACULTY FOR BILLING NON-COMPLIANCE

Policy Statement: The department will develop and implement corrective action to address validated non-compliant issue(s).

Effective Date: 08/22/00 Reviewed: 10/18/12