

## ORGANIZATION POLICY

POLICY TITLE: TIMELY AND APPROPRIATE ENTRY OF PATIENT CHARGEABLE SERVICES

POLICY NUMBER: 1230

### PURPOSE:

To ensure proper and timely entry of patient charges by establishing standards and guidelines to all departments in managing charge submission.

### POLICY:

All charges for patient services shall be entered daily, prior to the end of each shift, with all appropriate charges entered no more than three (3) days after discharge and will show the correct date that the service was rendered. The appropriate records will be maintained to prove services were ordered and provided. All coding inquiries from medical records will be answered daily. Charge batches will be submitted to billing daily.

### I. Procedures

- A. The orders will be scanned into the system and the individual scanning the order into the system will ensure that it matches the service provided;
- B. The individual scanning the orders into the system will also ensure that the services were provided before entering a bill charge;
- C. There shall be nightly census reconciliation to Room and Bed accommodation;
- D. Each department director, or his or her designee, will ensure that the date of the service is accurately reflected;
- E. All Health Information Management (“HIM”) inquiries are to be answered daily (including modifiers);
- F. Charge batches must be submitted daily;
- G. Billing and Account Receivable (“B/AR”) Rejection Batches should be corrected and posted within 24 hours (next business day).
  1. The rejections that show up in the B/AR Rejection Batch that are corrected in the Pharmacy module must be corrected nightly and will flow back to B/AR during the nightly processing.

- H. If a department is unable to solve a rejection within the stated time frame the department manager should notify the Director of Patient Financial Services via email.

## II. Responsibility

- A. Proper and timely entry of patient chargeable services is the responsibility of each department director;
- B. Each department should verify their charges are accurate and appropriate on a daily basis by using their "Billing List" report;
- C. Each department director may designate another individual to oversee and/or perform the procedures contained in this policy;
- D. Each department director is ultimately responsible for ensuring that the procedures contained in this policies are followed regardless of whether a there is a designee appointed to oversee these tasks;
- E. Each director should ensure that there has been a back up staff member designated to perform the processes contained in this policy if the department director or his or her designee is unable to do so for whatever reason;
- F. It is the responsibility of the department director to ensure that the back up staff member is properly trained to perform the processes contained in this policy.

EFFECTIVE DATE: March 2012

REVISION DATE:

REVIEW DATES: March 2015, March 2018

AUTHORIZED BY:

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*Signed Original in Executive Office*