


Physicians' Billing Office		
SECTION:	GUARANTOR ACCOUNTS RECEIVABLE	POLICY NUMBER: G104
POLICY TITLE:	DECEASED PATIENT BALANCE ADJUSTMENTS	PAGE: 1 of 2
APPROVALS: FPG B&F Committee: 12/14/2009	PBO: 12/14/2009	ISSUED: 09/01/2009 EFFECTIVE: 06/30/2010
SUPERSEDES: N/A		

PURPOSE:

1. To improve the **efficiency** of PBO billing and collections processes by establishing standard, uniform criteria for issuance and handling of deceased patient balance adjustments across all FPG departments and PBO units.

POLICY:

- A. FPG PBO must first bill the healthcare insurance carrier responsible for any charges incurred for the treatment of the patient prior to his/her expiration (a copy of a death certificate must be obtained and filed with PBO).
- B. To handle any remaining Guarantor balances FPG PBO must first submit a formal inquiry to the probate court to verify if an estate exists. This action must be pursued in a timely manner as the executor of the estate is prohibited by law from paying late or improperly filed claims, no matter how valid the debt.
 - i. If an estate exists, all outstanding balances must be submitted to the executor of the estate and pursued per PBO "Guarantor balances" policy.

After unsuccessful attempts to collect on the account through PBO normal Guarantor balance collections processes, account balances of deceased patients must be adjusted. These uncollected balances must not be assigned to the collection agency.
 - ii. If no estate exists, balances must be adjusted upon approval by PBO director or designee.
- C. Guarantor balances for patients who expire while their financial hardship application is in review, are eligible for an adjustment of all outstanding balances even if the financial screening process has not been completed. The clinic manager or CAO must be notified of all such cases.

POLICY CROSS REFERENCES:


1. PBO – Guarantor Balances (POLICY G106)

APPLICABILITY:

This policy applies only to FPG PBO customers. UCLA FPG provider entities billing for healthcare services outside PBO are not covered by this policy.

MONITORING / ACCOUNTABILITY:

Each PBO billing unit must conduct frequent, regularly scheduled quality reviews to ensure adherence to this policy. Immediate corrective actions must be taken as necessary. These may include:

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SUPERSEDES: N/A		

- a) Training and re-training of staff;
- b) Disciplinary actions;
- c) Escalating non-compliance to PBO compliance manager.

COGNIZANT OFFICE:

For interpretations of this policy, resolution of problems and special situations, contact:

Grace Barba
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POLICY AUTHORITY:

UCLA Faculty Practice Group

REVISION HISTORY:

Original Policy issued: 09/01/2009

Revisions: None