


| | | |
|-----------------------------------|---|---|
| Physicians' Billing Office | |  |
| SECTION: | GUARANTOR ACCOUNTS RECEIVABLE | POLICY NUMBER: G109.1 |
| POLICY TITLE: | PROMPT PAY DISCOUNTS | PAGE: 1 of 2 |
| APPROVALS: | FPG B&F Committee: 05/24/2010 PBO: 05/24/2010 | ISSUED: 02/01/2010 EFFECTIVE: 06/30/2010 |
| SUPERSEDES: Policy G109 | | |

PURPOSE:

This policy establishes a standard, uniform criteria around extending prompt pay discounts to patients receiving healthcare services from FPG providers.

POLICY:

- A. This standard discount criteria applies to:
 - 1. All patients who have the means to pay, do not qualify for financial hardship considerations as outlined in PBO "Financial Hardship" policy, **and**
 - 2. No healthcare insurance program, governmental or private, is responsible for the payment for services provided to the patient.
- B. A minimum of 30 percent prompt pay discount may be offered to qualifying patients who are willing to make a payment in full at the time of service.
- C. Extending discounts in addition to the 30 percent as indicated in paragraph B is permissible and left to the FPG department's discretion.
- D. FPG departments/divisions must:
 - 1. Collect the full amount owed by the patient (less the discounted amount) at the time of service.
 - 2. Assign a unique financial class code (FCC) to prevent sending statements to the patient.
 - 3. Indicate the discounted amount in the "BPO" box of the charge document.
 - 4. Discounts greater than 30% must be approved by the department CAO, or CAO's designee.
- E. FPG departments/division utilizing special discount schedules must inform PBO on any changes to the schedule for proper posting of payments and adjustments in the billing system.


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.

EXCLUSIONS:

This policy does not apply to:

- 1. Patients receiving services with existing cash case rates such as elective/cosmetic.

| | | |
|-----------------------------------|---|---|
| Physicians' Billing Office | |  |
| SECTION: | GUARANTOR, ACCOUNTS RECEIVABLE | POLICY NUMBER: G109.1 |
| POLICY TITLE: | PROMPT PAY DISCOUNTS | PAGE: 2 of 2 |
| APPROVALS: | FPG B&F Committee: 05/24/2010 PBO: 05/24/2010 | ISSUED: 02/01/2010 EFFECTIVE: 06/30/2010 |
| SUPERSEDES: Policy G109 | | |

2. International patients (see Policy number G107).
3. Professional services and items provided by the Faculty Practice Group's Department of Psychiatry (*First revision – initial policy G109*).

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:

- 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
 Director of Physician Billing Office
gbarba@mednet.ucla.edu

POLICY AUTHORITY:

UCLA Faculty Practice Group

REVISION HISTORY:

Original Policy issued: 02/01/2010
 Revisions: First revision – 05/24/2010 (Initial Policy G109)

REFERENCES:

- UCLA Hospital System, Patient Business Services, Policies and Procedures