


Physicians' Billing Office		
SECTION:	GUARANTOR ACCOUNTS RECEIVABLE	POLICY NUMBER: G110
POLICY TITLE:	SMALL BALANCE ADJUSTMENTS	PAGE: 1 of 2
APPROVALS: FPG B&F Committee: 12/14/2009	PBO: 12/14/2009	ISSUED: 09/01/2009 EFFECTIVE: 05/15/2010
SUPERSEDES: N/A		

PURPOSE:

1. To promote and ensure **compliance** with governmental and private payor regulations on Guarantor coinsurance payment and deductible collection practices.
2. To improve the **efficiency** of billing and collections processes.
3. To improve **FPG accounts receivable** management by reducing costs associated with billing and collections of co-insurance payments and deductibles, which exceed or are disproportionate to the amount to be collected.

POLICY:

- A. Guarantor balances that are equal to or less than \$10, which will cost more to bill than the value of the balance, are automatically adjusted by FPG PBO.
- B. PBO must send at least one statement for a single Guarantor balance that is greater than \$10 and equal to or less than \$25. If unpaid within 30 calendar days of the date of the first statement, FPG PBO must review any subsequent or additional Guarantor invoices originating from the same FPG department for the purpose of consolidating outstanding balances.
 - i. If consolidated balances do not exceed \$25, Guarantor balance may be adjusted.
 - ii. If consolidated balances exceed \$25, collection efforts must proceed in accordance with the PBO "Guarantor Balances" policy.

POLICY CROSS REFERENCES:

1. PBO – Guarantor Balances (Policy number 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:

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

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COGNIZANT OFFICE:

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

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POLICY AUTHORITY:

UCLA Faculty Practice Group

REVISION HISTORY:

Original Policy issued: 09/01/2009

Revisions: None