


Physicians' Billing Office		
SECTION:	GUARANTOR ACCOUNTS RECEIVABLE	POLICY NUMBER: G111
POLICY TITLE:	SPECIAL ADMINISTRATIVE 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:

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

POLICY:

- A. In **rare, non-routine circumstances** Guarantor balances may be eligible for a special administrative consideration. These waivers and/or discounts may be initiated by PBO director or formally requested by FPG providers, department CAOs and/or PBO managers. Requests must be reviewed and approved by PBO director.
- B. Formal requests must explain circumstances for which a special administrative adjustment is being requested (e.g., risk management, public relations).
- C. The patient's file must contain documentation of the request/consideration and all additional backup information to substantiate the determination.

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.

COGNIZANT OFFICE:

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

Physicians' Billing Office		
SECTION:	GUARANTOR ACCOUNTS RECEIVABLE	POLICY NUMBER: G111
POLICY TITLE:	SPECIAL ADMINISTRATIVE ADJUSTMENTS	PAGE: 2 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		

Grace Barba
 Director of Physician Billing Office
gbarba@mednet.ucla.edu

POLICY AUTHORITY:

UCLA Faculty Practice Group

REVISION HISTORY:

Original Policy issued: 09/01/2009

Revisions: None