


Physicians' Billing Office		
SECTION:	GUARANTOR ACCOUNTS RECEIVABLE	POLICY NUMBER: G114
PROCEDURE TITLE:	PAYMENT PROCESSING FOR UCLA RISK FACTOR OBESITY PATIENTS	PAGE: 1 of 2
APPROVALS: FPG B&F Committee:	PBO: 11/01/2010	ISSUED: 10/01/2010 EFFECTIVE: 11/01/2010
SUPERSEDES: N/A		

PURPOSE:

1. To improve the **efficiency** and **effectiveness** of PBO billing and collection processes.
2. To deliver a better **patient experience** by processing payments in a proper and timely manner, and by suppressing all statements to patients who have made full pre-payments for services received at UCLA Risk Factor Obesity Clinic.

POLICY:

It is the policy of FPG PBO to process patient pre-payments for services received at UCLA Risk Factor Obesity clinic in a timely and efficient manner. PBO will not submit any subsequent billings to self-pay patients who make full payments at the time of service.

APPLICABILITY:

This policy applies only to UCLA Risk Factor Obesity clinic.

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
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POLICY AUTHORITY:

UCLA Faculty Practice Group

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REVISION HISTORY:

Original Policy issued: 10/01/2010

Revisions: None