


Physicians' Billing Office		
SECTION:	GUARANTOR ACCOUNTS RECEIVABLE	POLICY NUMBER: G115
PROCEDURE TITLE:	PAYMENT PROCESSING FOR UCLA EAST-WEST MEDICINE CENTER 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 in FPG clinics.

POLICY:

1. It is the policy of FPG PBO to process patient pre-payments (discounted or non-discounted) for services received at UCLA East-West Medicine Center 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.
2. PBO will bill insurance carriers for services that are covered by the patient's insurance plan, and apply fully pre-paid patient share of cost to the encounter without submitting any subsequent billings to the patient.

APPLICABILITY:

This policy applies only to UCLA East-West Medicine Center.

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
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POLICY AUTHORITY:

UCLA Faculty Practice Group

REVISION HISTORY:

Original Policy issued: 10/01/2010

Revisions: None