


<b>Physicians' Billing Office</b>		
<b>SECTION:</b>	PAYMENT POSTING AND REFUNDS	POLICY NUMBER: C101
<b>POLICY TITLE:</b>	<b>REFUND PROCESSING</b>	PAGE: 1 of 2
<b>APPROVALS:</b>	FPG Budget and Finance Committee: PBO:	ISSUED: 07/01/2010 EFFECTIVE: 07/01/2010
<b>SUPERSEDES: N/A</b>		

**PURPOSE:**

1. To promote and ensure **compliance** with governmental and private payor credit balance and refund/disbursement processing rules and regulations.
2. To improve the **efficiency** of refund/disbursement processes.
3. To improve **customer service** by establishing standard procedures for expedient processing and issuance of refunds due to patients and/or their representatives.

**POLICY:**

It is the policy of FPG PBO to establish standard procedures for detection, validation and timely processing and issuance of refunds to third party payors and patients/Guarantors for overpayments, credit balances or improperly allocated funds, which may have been identified either internally, via:

- (i) PBO audits of manual and/or automated payment allocation/posting;
- (ii) FPG Office of Compliance and Privacy billing audits,

or externally, via:

- (i) third party payor audits and/or revaluation of reimbursement rates;
- (ii) patient/Guarantor requests.

**APPLICABILITY:**


This policy applies only to FPG PBO Customers.

**MONITORING / ACCOUNTABILITY:**

Each PBO billing unit and cash undistributed must conduct frequent, regularly scheduled quality reviews to ensure adherence with 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 director.

**COGNIZANT OFFICE:**

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<b>SUPERSEDES: N/A</b>		

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: 05/25/2010

Revisions: None