


# ADMINISTRATIVE MANUAL

APPROVED	RESPONSIBILITY	EFFECTIVE DATE	NUMBER	PAGE
	Hospital Service Units Information Services Patient Affairs	4/1/1997	6440-7	1 of 2
TITLE: Processing Patient Charges				

## PURPOSE:

To standardize and formulate the processing of patient charges.

## POLICY:

Each patient care department shall be responsible for ensuring the correct and timely submission and processing of their charges and credits into the Accounts Receivable system. Departmental revenue is directly affected by the satisfactory completion of these tasks.

## PROCEDURES:

- I. Charges and credits can be submitted by:
  - A. direct entry through use of the order entry/results reporting system (using Order Communications).
  - B. batching and submitting to Information Services for data entry, or
  - C. direct data entry within the department.
- II. Charges and credits must be entered within 48 hours of the time of service.
- III. Charges and credits returned for correction must be resubmitted within 24 hours of receipt by the department.
- IV. Submission deadlines must be met regardless of weekends or holidays. Service Department Supervisors are responsible for ensuring that daily charges are acknowledged for processing at the end of every shift and day. Service Department Supervisors should also verify that all charges are acknowledged on a weekly and monthly basis to minimize any potential for late charges being incurred.
- V. Insurance companies require the Guam Memorial Hospital to submit its charges within specified time frames. Charges which become unbillable due to a departmental delay may be reversed from that department's revenues.
- VI. The date of the charge entered into the A/R system must be the date of service, not the date of the data entry. Please make every effort to verify these dates and ensure they are correct.
- VII. The batch processed documentation must reflect the service date and the date of data entry.

Reviewed:

Revised:

Approved:

EMC 3/18/97

### Data Processing Batching and Control Procedures

To the extent possible all batch charges will be keyed on the same day and during the same shift they are generated. The data processing batching and control procedures must be observed as follow:

1. To the extent possible, vouchers should be grouped by same date of service.
2. Batched voucher for data entry will be entered from the oldest to the most recent date.
3. Data Entry Clerks will verify that dates of service on the vouchers batched for processing are within the 48-hour time frame set for processing.
4. Data Entry Clerks will key all possible charges and report any data entry problems to the Data Entry Supervisor for resolution as soon as possible.
5. Data Entry Supervisor will check daily to ensure that all charges for all shifts have been entered for the previous day.
6. Data Entry Supervisor will also ensure that problem charges noted for credit and correction have been processed within the 24-hour problem-resolution deadline.

Data Entry Supervisor will review previous day's entries to confirm that date of service is correct for all charges entered by the data entry clerks.

This Policy shall be enforced by the Department Heads and Supervisors. If you should have any questions, please call the Patient Affairs Office at ext. 3-2339.