



## POLICY LIST – PATIENT ACCOUNTS

- SECTION 1 - ADMINISTRATIVE..... ADM**
  - MISSION..... PFS.ADM.01
  - PHILOSOPHY ..... PFS.ADM.02
  
- SECTION 2 – PERFORMANCE IMPROVEMENT .....OPI**
  - PERFORMANCE MANAGEMENT .....PFS.OPI.01
  - TRAINING AND DEVELOPMENT .....PFS.OPI.02
  - PERFORMANCE IMPROVEMENT PLAN .....PFS.OPI.03
  
- SECTION 3 – HUMAN RESOURCE MANAGEMENT .....HRM**
  - ATTENDANCE.....PFS.HRM.01
  - EMPLOYEE REQUESTS FOR TIME OFF .....PFS.HRM.02
  - MEDICAL CLEARANCE.....PFS.HRM.03
  - PERSONAL TELEPHONE CALLS .....PFS.HRM.04
  - EMPLOYEE PHOTO IDENTIFICATION BADGE.....PFS.HRM.05
  
- SECTION 4 – DEPARTMENT ORGANIZATION .....ORG**
  - JOB LADDER – MS WORD® VERSION ..... PFS.ORG.01
  - JOB LADDER – MS VISIO® DRAWING..... PFS.ORG.02
  - ORGANIZATION CHART – MULTI-LEVEL ..... PFS.ORG.03
  - ORGANIZATION CHART – HIGH -LEVEL ..... PFS.ORG.04
  - ORGANIZATION CHART – MID-LEVEL..... PFS.ORG.05
  
  - SECTION 4.1 – JOB DESCRIPTIONS..... ORG**
    - REVENUE CYCLE DIRECTOR ..... PFS.ORG.06
    - PFS MANAGER..... PFS.ORG.07
    - PFS SUPERVISOR ..... PFS.ORG.08
    - PFS TEAM LEAD ..... PFS.ORG.09
    - PATIENT ACCOUNT REPRESENTATIVE I ..... PFS.ORG.10
    - PATIENT ACCOUNT REPRESENTATIVE II ..... PFS.ORG.11
    - ACCOUNT MAINTENANCE REPRESENTATIVE I ..... PFS.ORG.12
    - ACCOUNT MAINTENANCE REPRESENTATIVE II ..... PFS.ORG.13
    - CUSTOMER SERVICE SUPERVISOR..... PFS.ORG.14
    - CUSTOMER SERVICE REPRESENTATIVE I ..... PFS.ORG.15
    - CUSTOMER SERVICE REPRESENTATIVE II ..... PFS.ORG.16
    - CHARGE DESCRIPTION MASTER COORDINATOR..... PFS.ORG.17
    - FINANCIAL SYSTEM ADMINISTRATOR ..... PFS.ORG.18
    - NURSE AUDITOR..... PFS.ORG.19
    - REIMBURSEMENT COORDINATOR..... PFS.ORG.20
  
- SECTION 5 – REVENUE CYCLE MANAGEMENT ..... RCM**
  - REVENUE CYCLE COMMITTEE .....PFS.RCM.01
  - KEY PERFORMANCE INDICATOR REPORTING ..... PFS.RCM.02
  - ACCOUNTS RECEIVABLE REPORTING STANDARDS ..... PFS.RCM.03
  
- SECTION 6 – CHARGE ENTRY AND PROTECTION..... CDM**
  - CHARGE DESCRIPTION MASTER MAINTENANCE.....PFS.CDM.01
  - CHARGE DESCRIPTION MASTER PRICING .....PFS.CDM.02
  - CHARGE PROCESSING AND REVENUE CONTROL.....PFS.CDM.03
  - LATE CHARGE PROCESSING .....PFS.CDM.04
  - LATE CHARGE PROCESSING - DETAILED.....PFS.CDM.05



**POLICY LIST – PATIENT ACCOUNTS**

---

- THIRD PARTY CHARGE AUDITS .....PFS.CDM.06
- SECTION 7 – BILLING AND CLAIM SUBMISSION .....BIL**
  - BILLING PRACTICES – THIRD PARTY PAYERS ..... PFS. BIL.01
  - BILLING PRACTICES – MEDICARE..... PFS. BIL.02
  - BILLING PRACTICES – MEDICARE 3-DAY WINDOW ..... PFS. BIL.03
  - BILLING PRACTICES – MANAGED CARE ..... PFS. BIL.04
  - SECONDARY AND CROSS-OVER BILLING ..... PFS. BIL.05
  - HOST AND EDI SYSTEM RECONCILIATION ..... PFS. BIL.06
- SECTION 8 – THIRD PARTY AND GUARANTOR FOLLOW-UP.....FUP**
  - ACCOUNT PRODUCTIVITY STANDARDS ..... PFS. FUP.01
  - PATIENT ACCOUNT QUALITY ASSURANCE ..... PFS. FUP.02
  - DNFB ACCOUNT MANAGEMENT..... PFS. FUP.03
  - SELF-PAY AND BAD DEBT PROCESSING ..... PFS. FUP.04
  - COLLECTIONS – DECEDENT ESTATES ..... PFS. FUP.05
  - COLLECTIONS – SETTLEMENTS AND LAWSUITS ..... PFS. FUP.06
  - COLLECTIONS – LIENS ..... PFS. FUP.07
  - COLLECTIONS - BANKRUPTCIES..... PFS. FUP.08
  - SIGNATURE AUTHORITY..... PFS. FUP.09
- SECTION 9 – CASHIERING, REFUNDS AND ADJUSTMENTS .....ADJ**
  - CENTRAL CASHIERING ..... PFS. ADJ.01
  - POINT OF SERVICE CASHIERING..... PFS. ADJ.02
  - CASH POSTING..... PFS. ADJ.03
  - CONTRACTUAL ALLOWANCE POSTING ..... PFS. ADJ.04
  - ADMINISTRATIVE ADJUSTMENTS ..... PFS. ADJ.05
  - SMALL BALANCE WRITE-OFFS..... PFS. ADJ.06
  - CREDIT BALANCE AND REFUND PROCESSING ..... PFS. ADJ.07
  - MEDICARE CREDIT BALANCE REPORTING ..... PFS. ADJ.08
  - RETURNED CHECKS ..... PFS. ADJ.09
  - UNIDENTIFIED CHECKS ..... PFS. ADJ.10
- SECTION 10 – DENIAL MANAGEMENT AND AVOIDANCE ..... DEN**
  - DENIAL MANAGEMENT .....PFS. DEN.01
  - DENIAL AND REJECTION PROCESSING .....PFS. DEN.02
- SECTION 11 – CUSTOMER SERVICE.....CUS**
  - HANDLING PATIENT COMPLAINTS..... PFS. CUS.01
  - HANDLING WALK-IN INQUIRIES ..... PFS. CUS.02
  - HANDLING CORRESPONDENCE..... PFS. CUS.03
  - HANDLING INCOMING CALLS..... PFS. CUS.04
  - HIPAA – VERIFYING IDENTIFICATION..... PFS. CUS.05
  - TELEPHONE ETIQUETTE..... PFS. CUS.06
  - TELEPHONE ETIQUETTE – CUSTOMERS WITH DISABILITIES ..... PFS. CUS.07
  - PLACING ACCOUNTS ON HOLD..... PFS. CUS.08
- SECTION 12 – REIMBURSEMENT..... RMB**



## POLICY LIST – PATIENT ACCOUNTS

---

- COST REPORT REVIEW ..... PFS. RMB.01
- COST REPORT DOCUMENTATION..... PFS. RMB.02
- COST REPORT SUBMISSION ..... PFS. RMB.03
- FISCAL INTERMEDIARY AUDITS..... PFS. RMB.04
- EXTERNAL FOCUSED MEDICAL REVIEWS ..... PFS. RMB.05
- MEDICARE RECOVERY AUDITS (RAC) ..... PFS. RMB.06