

SOUTHERN HIGHLANDS COMMUNITY MENTAL HEALTH CENTER
POLICY AND PROCEDURE MANUAL

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Policy 352 – Third Party Billing Procedures

I. POLICY

In the normal course of providing services to our consumers, it is understood that many of these consumers have some form of coverage by third parties. The following pertains to procedures to be utilized in obtaining reimbursement from a majority of these Third Party Payors. Please refer to HIPAA Policy 507 – Designated Record Set for additional information. Please refer to HIPAA Policy 523 – Right to Restrict Uses and Disclosures of PHI for additional information. Please refer to HIPAA Policy 522 – Individual’s Right to Accounting of Disclosures of PHI.

II. PROCEDURE

A. Verification of Coverage

At the time of the initial fee, the fee clerk or designated staff will contact the Third Party Payor to verify coverage for services provided by Southern Highlands Community Mental Health Center. Please refer to HIPAA Policy 502 for uses and disclosures of Protected Health Information (PHI) Third Party Payors.

If services are not covered, the Third Party Payor will not be included as a payor source for services received.

B. Precertification

At time of verification with the Third Party Payor, the designated staff will also verify if precertification is required for services provided by Southern Highlands. If precertification is required, the billing procedure is obtained from the Third Party Payor. The designated staff will notify the case manager and the billing office of the billing requirements for the Third Party Payor.

C. Billing

Third Party Payors are billed by the insurance clerk on a weekly basis and rebilled as necessary. The insurance clerk will also follow-up on all Third Party claims to ensure payment for services provided.

D. Medicaid

Medicaid will be accepted as full payment.

E. Consumer Responsibility

The consumer will be expected to pay the amount not paid by their insurance company. Payments will be requested at each visit.

Southern Highlands will work with consumers in billing Third Party Payors, but the final responsibility for payment remains with the consumer.

F. Grant Billing

Southern Highlands has both Federal and State grants. In all instances, program income will be utilized prior to billing Federal and State funds. Only allowable costs will be billed to grants in accordance with grant guidelines.