

**ARROWHEAD REGIONAL MEDICAL CENTER**  
**PATIENT ACCOUNTS POLICY AND PROCEDURE MANUAL**  
**2022-2023 Summary of Policy Revisions**

Policy #	New	Major	Minor	Reviewed	Policy Title	Explanation (New and Major Only)
			X		Index	
100.00 V3				X	Departmental Mission, Vision, and Operational Goals	
101.00					No Policy	
102.00 V4			X		Customer Service	
103.00 V3				X	Journal Entry Approval	
200.00 V3				X	Management of Information	
300.00 V5				X	Billing Compliance Policy	
301.00 V2				X	Audits for Third Party Insurance	
400.00 V7		X			Billing Policy and Procedure	Updates reflect EPIC, ClaimSource procedures
401.00					No Policy	
402.00 V2			X		Medicare Three Day Payment Window	
403.00 V2			X		Medicare Part A to B Rebilling	
404.00 V2			X		Medicare Pre-Entitlement Billing	
405.00					No Policy	
406.00 V3			X		Medicare Bad Debt	
406.01 V4		X			Outpatient Pharmacy Billing	Deleted – no longer performed in EPIC electronic health record
407.00 V1	X				Medicare Hospice Election	The purpose of this policy is to ensure compliance with CMS regulations and the requirements for Medicare Hospice Election accounts
408.00 V1	X				Medicare Dialysis End-Stage Renal Disease (ESRD) Prospective Payment System (PPS) Consolidated Billing	The purpose of this policy is to ensure compliance with CMS regulations and the requirements for Medicare Dialysis (ESRD) billing.
700.00					No Policy	

**ARROWHEAD REGIONAL MEDICAL CENTER**  
**PATIENT ACCOUNTS POLICY AND PROCEDURE MANUAL**  
**2022-2023 Summary of Policy Revisions**

Policy #	New	Major	Minor	Reviewed	Policy Title	Explanation (New and Major Only)
701.00 V6		X			Patient Notification of Debt Collection Referral	Increased debt collection transfer from 150 to 180 days in compliance with AB1020 Healthcare Bad Debt and Fair Billing
702.00 V4		X			Bad Debt – Accounts Assigned to Central Collections for Commercial and Managed Care Accounts	Updates reflect EPIC procedures, and AB1020 Healthcare Bad Debt and Fair Billing requirements
800.00 V4			X		Cash Handling Procedures	
801.00 V4			X		Small Balance Write-Off's	
802.00 V10		X			Adjustment Request Policy and Procedure	Updates reflect EPIC procedures
804.00 V4		X			P/BR Insurance Switches	Retired - Principle-based reserving (P/BR) no longer used in EPIC electronic health record
805.00 V4				X	Reimbursement of Overpayment to Patients	
805.01 V5			X		Administrative Adjustment Policy and Procedure	
900.00 V6				X	Follow-up Policy and Procedure	
901.00 V6		X			Paid Account Review Policy and Procedure	Updates reflect EPIC procedures
902.00 v1				X	Independent Dispute Resolution Policy and Process	