

**ARROWHEAD REGIONAL MEDICAL CENTER
PATIENT ACCOUNTS POLICY AND PROCEDURE MANUAL
2019 Summary of Policy Revisions**

Policy #	New	Major	Minor	Reviewed	Policy Title	Explanation (Major Only)
100.00		X			Departmental Mission, Vision and Operational Goals	Added Department Vision to policy
102.00		X			Customer Service	Added AIDEETS, TAFFY, HEART to policy
103.00			X		Journal Entry Approval	
200.00			X		Management of Information	
300.00			X		Billing Compliance Policy	
301.00			X		Audits for Third Party Insurance	
400.00		X			Billing Policy and Procedure	Added language for Encounter/Supplemental data
402.00	X				Medicare Three Day Payment Window	
403.00	X				Medicare Part A to B Rebilling	
404.00	X				Medicare Pre-Entitlement Billing	
406.00			X		Medicare Bad Debt	
406.01			X		Outpatient Pharmacy Billing	
701.00		X			Patient Notification of Debt Collection Referral	Changed address of Collection Agency, updated statement parameters to send 3 statements and transfer to collections in 129 days after date of service.
702.00			X		Bad Debt – Accounts Assigned to Central Collections for Commercial and Managed Care Accounts	
800.00			X		Cash Handling Procedures	
801.00			X		Small Balance Write-Off's	

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802.00			X		Adjustment Request Policy and Procedure	
804.00			X		P/BR Switches	
805.00			X		Reimbursement of Overpayment to Patients	
805.01			X		Administrative Adjustment Policy and Procedure	
900.00		X			Follow-up Policy and Procedure	Added Medi-Cal Follow-up Procedures
901.00			X		Paid Account Review Policy and Procedure	