

ACCOUNTS RECEIVABLE

#10-106

Title: Charge Quotations		Submitted by: J. Shutak
		Approved by:
Effective Date: 07/10/95	Supersedes: None	Page No.: 1 of 2

PURPOSE: To provide an outline of charge quotations for services. Quoting is to be done only by Billing Staff or the Billing Manager.

PROCEDURE:

- I. Obtain name and mailing address of person inquiring about the amount of the charge.
 - A. Obtain patient name if different than person inquiring.
 - B. When contact is made by the physician office, obtain patient, guarantor and mailing address from the physician office staff.

- II. All verbal quotations are to be followed up in writing.
 - A. Written quote to be mailed same day.
 1. Form letter to be printed on letterhead.
 - B. Copy of written quotation is to be filed alphabetically in a central location.
 1. Binder located in the billing department bookcase.

- III. For Outpatient Services
 - A. Clarify charge which is asked to be quoted. For example, Ultrasound versus X-Ray or Cat Scan versus MRI. When person requesting quote is unclear, ask them to contact their physician and verify service being requested. If possible obtain CPT code from physicians office or patient.
 - B. Use charge master to identify price, or charge look-up on the computer system.
 1. Charge look-up is option E from the Master Selection Screen.
 2. Charge look-up may only be used when you have the charge number.

- IV. For Inpatient Medical Service
 - A. Quote the semi-private and ICU room rates.
 1. Explain the amount for the room does not include diagnostic or therapeutic services, pharmacy or supply items.

Title: Charge Quotations		Submitted by: RHM
		Approved by:
Effective Date: 07/10/95	Supersedes: None	Page No.: 2 of 2

- B. Use the room accommodation code table.
 - 1. The room accommodation code table is in the Charge Master Binder.

- V. For Inpatient Maternity Service
 - A. Quote the semi-private room rate, labor and delivery, nursery room rate.
 - 1. Explain the amount does not include diagnostic or therapeutic services, pharmacy or supply items, and is for an uncomplicated vaginal delivery
 - B. Use the item master or charge look-up and the room accommodation table.

- VI For surgical procedures obtain name of procedure to be performed. When person requesting quote is unclear, ask them to confirm with their physician.
 - A. Build a data base file based on the ICD-9 and/or CPT-4 procedure codes.
 - 1. Previous files used for quoting are located in the billing department
 - bookcase in a binder called "Procedure Estimates".
 - a. check here 1st to see if one already exists.
 - 2. Notify PAM if assistance is needed in building a data base file.

- VII. When quoting, keep in mind that price changes may occur yearly on July 1.