

# The Villages® Regional Hospital

Outpatient Surgery Center

## Chapter: Department Policies & Procedures

Subchapter: TVRH Outpatient Surgery Center

Effective Date: 06/01/2016

Title: Revenue Cycle Transparency in Health Care

Last Revision Date: 06/10/16

**Printed copies are for reference only. Please refer to the electronic copy for the latest version.**

### STANDARD/PURPOSE:

Provide patients and potential patients a complete overview of the financial expectation and revenue cycle process for Villages® Regional Hospital Surgery Center, LLC.

### PROCEDURE FOR WRITTEN ESTIMATE

Any person requesting a written estimate of surgery charges will be provided with this estimate within 7 business days after the request. Information provided to you is an estimate of charges associated with the procedures and diagnoses and does not account for unforeseen complications or additional healthcare conditions that may increase the cost of your care. You can request a specific estimate, based upon your physician's order by contacting the surgery center in any of the following ways:

Telephone: (352) 751-8844

E-Mail: [amanning@centflhealth.org](mailto:amanning@centflhealth.org)

Written Correspondence: 701 North Palmetto Street | Leesburg, FL 34748

### PROCEDURE FOR REQUESTING AND ITEMIZED BILL

Any person requesting an itemized bill will be provided one within 7 days after the patient's discharge, or after the date of the request, whichever is later. Patient itemized bills may be obtained by contacting the surgery center in any of the following ways:

Telephone: (352) 751-8844

E-Mail: [amanning@centflhealth.org](mailto:amanning@centflhealth.org)

Written Correspondence: 701 North Palmetto Street | Leesburg, FL 34748

### FINANCIAL ASSISTANCE

The Villages® Regional Hospital Surgery Center, LLC is committed to meeting the needs of the community we serve by offering financial assistance options. Payment in full of the expected patient financial obligation is required 3 days prior to the date of surgery. Patients who are concerned with the financial responsibility for services to be performed may contact the surgery center for payment arrangement in any of the following ways:

Telephone: (352) 751-8844

E-Mail: [amanning@cfhalliance.org](mailto:amanning@cfhalliance.org)

Written Correspondence: 701 North Palmetto Street | Leesburg, FL 34748

The surgery center does not offer charitable assistance. We offer a prompt payment discount for all self-paying patients. In addition, special arrangement can be made to pay your responsibility in full within 30 days of discharge from the surgery center.

# The Villages® Regional Hospital

Outpatient Surgery Center

## **PROCEDURE FOR REGISTRATION**

All patients requesting services at the outpatient surgery center will be pre-registered in the surgery center's computer system. Insurance will be verified a minimum of five days prior to surgery date. Once patient responsibility is known, the patient will be contacted by the surgery center's registration personnel and requested to pay their portion in full prior to or on the day of surgery. If the patient is unable to pay a minimum of 50% of their responsibility prior to surgery, the surgery will be postponed until such a time when the patient is able to meet their financial obligation.

## **PROCEDURE FOR BILLING**

Surgery center office staff will bill all accounts to the proper insurance carrier in the surgery center's billing system. Special care will be used to ensure that payer rules and regulations enacted by local, state and federal agencies are followed at all times.

## **CLAIMS RESOLUTION AND DISPUTE PROCESS**

Surgery center office staff will follow House Bill 1172 in resolving claim payment disputes. The surgery center will assist the patient in resolving claim payment disputes on a case-by-case basis, and will provide any information needed for the patient to contact the payer and settle the claim.

## **BALANCE BILLING**

The Villages® Regional Hospital Surgery Center, LLC will not balance bill any patient while insurance payment is pending. The patient will be billed only for their deductible, co-payment, co-insurance or non-covered charges as assigned by their insurance company.

## **PROCEDURE FOR COLLECTION**

Staff at the surgery center will perform timely collections of all accounts within their accounts receivable computer system using computer generated work lists. The Surgery Center Patient Financial Services (PFS) Manager will establish priorities when needed. The Coder/Biller and Admissions Assistant will perform the following functions:

- Contact insurance companies for payment within twenty days of original billing date for status. All follow-up will be performed by telephone conversation or on-line technology, when available.
- Respond to insurance company requests for additional information and complete this action within three days of receipt of the original request.
- Discuss all unpaid cases aged sixty days or more from the original billing date with the Surgery Center PFS Manager. PFS Manager will discuss all unpaid cases aged seventy-five days or more from the original billing date with the Administrative Director, Revenue Cycle.
- Call patient within ten days of surgery date to collect any outstanding balance not paid on or before the date of surgery.
- Initiate patient statements on a daily basis from the surgery center's computer system. All patients are sent a statement every thirty days reminding patient of their financial responsibility. A total of three statements are sent before collection actions are taken against the patient.

**Author:** PFS Manager

**Approver(s):** Administrative Director, Revenue Cycle/Corporate Director Financial Planning & Analysis

**Date Approved:** 06/22/16