

EXCERPT FROM THE FISCAL POLICY AND PROCEDURAL MANUAL

SERVICE REIMBURSEMENT

I. Policy

It is OneEighty policy to maintain current contracts and agreements from third-party funding sources that provide information about payment and reimbursement procedures. Client and insurance financial information shall be maintained in individual files to serve as the basis for establishment of expectations for client payment of fees.

II. Procedure

- a. Insurance and Medicare – OneEighty will participate in insurance provider networks in order to maximize reimbursement. The designated employee shall maintain current information regarding payment and reimbursement requirements.
- b. Medicaid – Claims shall be processed as often as feasible but not less than monthly through the appropriate Medicaid billing system. OneEighty will attend appropriate meetings and webinars to learn about reimbursement procedural changes and other necessary information.
- c. Grants and Contracts – The designated employee shall maintain a grant notebook and/or electronic grant folder where all information shall be filed related to the grant such as but not limited to the grant application, notice of award, payment and reimbursement requirements, reports, etc. The designated employee shall keep an up to date grants calendar on Outlook which lists the due dates for reports, applications, etc. Grant meetings shall be scheduled at least quarterly to discuss applications and/or any issues related to programmatic items, reporting, expenses, reimbursements, etc.
- d. Client Payment Obligations
 - i. The client shall provide OneEighty with 2 current pay stubs, Medicaid card, insurance card, and/or any other relevant financial information needed to determine payment of services.
 - ii. The client's financial responsibility for services received will be determined by the Department of Job and Family Services' sliding fee scale using gross family income and the number of dependents. This shall be communicated to the client using the fee agreement form as soon as possible and generally by the second visit. The client shall sign the fee agreement indicating their understanding of their financial obligations to the agency. A copy is given to the client and the original shall be kept in the client file.
 - iii. Fees for service to children shall be determined from the family income of the custodial parent, who is the only party able to provide permission for treatment. In the case of parents having joint custody, either parent may give permission for treatment or fees will be determined on the family income of the parent requesting services. Fees for services to such children shall be billed directly to the custodial parent. In cases in which a divorce decree or separation agreement specifically assigns responsibility for payment of the non-custodial parent, it shall be the responsibility of the custodial parent to see that the payment agreement is enforced and, if necessary, to seek reimbursement from the other parents.
 - iv. If the client has insurance, he/she will pay their sliding fee % prior to treatment or at least \$20. OneEighty will contact the insurance company to confirm coverage and will give a letter to the client advising him/her of benefits. OneEighty will submit claims to the insurance company for reimbursement. If the insurance company denies coverage or payment, OneEighty will determine the basis for denial and will file any necessary appeals. OneEighty will also notify the client once OneEighty has received final denial

- notification from the insurance company and all appeals have been exhausted. It will then be the client's responsibility to pay for the services they have received.
- v. The client will be held responsible for 100% of their fees if he/she does not provide sufficient documentation to determine their sliding fee scale percentage or any potential third-party coverage. If the client is due a refund and the client is still receiving services, the refund will be applied to current charges. If the client is no longer receiving services, the designated employee will process a payment request. All refunds will be processed within 60 days.
 - vi. All communications regarding client financial information will be conducted in a confidential manner.
 - vii. An informed staff person will be made available to the client for any questions or concerns that they might have in regards to billing, payment and collections.
 - viii. The client shall be responsible for updating OneEighty regarding any changes in their financial or demographic information (i.e. name, address, etc.)
 - ix. Clients will be expected to begin to pay for services at least as soon as client financial responsibility has been estimated.
 - x. Balances from previous episodes of treatment will also be expected to be a part of the client's payment requirements.
 - xi. Clients will be expected to remain current in their payment of fees. The client can negotiate payment options with the Intake Specialists if extenuating circumstances prevent them from making full payment.
 - xii. Clients with balances over 90 days and no payments received will be turned over to collections.
 - xiii. For all returned checks, the client will be responsible for the amount of the returned check plus any fees incurred by OneEighty.
 - xiv. Additional services will be denied for clients who have established a pattern of delinquency with payments, taking in account of client need, prohibitive circumstances, voluntary status, and treatment status. This will occur utilizing the Request to Deny Further Treatment form with authorizing signatures from the Finance Director, client's primary therapist, Clinical Director, and Executive Director.
 - xv. Any client who is denied treatment for financial obligations will be identified, as appropriate, to any interested parties for which there is sufficient authorization (e.g. WHMHRB, protective services, probation, etc.)
 - xvi. Denial of treatment for financial obligations will be reversed once a payment plan is established and maintained.
- f. Intervention Client Payments (AEP, Insight, etc.)
- i. Clients will pay the fee for these services before receiving the services.
 - ii. A roster will be kept which will be verified by the Financial Administrator for payments and services received.
- e. The Programmatic Administrative Manual – There are many procedures/processes that are created out of different situations in order to bill for services, manage client information etc. These procedures/processes are documented on the agency G drive in The Programmatic Administrative Manual. Due to their fluidity, they are not contained within in this document but are a source of reference.