



**Health Care Agency
Behavioral Health Services
Policies and Procedures**

Section Name: Administration
Sub Section: Billing & Reimbursement
Section Number: 04.02.02
Policy Status: New Revised

Chief of Operations
Behavioral Health Services

SIGNATURE

DATE APPROVED

SUBJECT:

Communication Between Behavioral Health Administration and Medical Billing Unit Personnel

PURPOSE:

To ensure formalized and routine communication occurs between the Health Care Agency (HCA) Behavioral Health Services (BHS) and Auditor Controller HCA Medical Billing Unit (MBU) personnel to ensure compliance in coding and billing of services.

POLICY:

It is the policy of BHS to have clear communication channels between BHS and MBU to ensure procedures and systems are in place to assure compliant billing of services.

SCOPE:

HCA Accounting, HCA Medical Billing Unit, and HCA Behavioral Health Services staff.

REFERENCES:

[HCA Compliance Standards:](http://intranet.ochca.com/compliance/pap)
<http://intranet.ochca.com/compliance/pap>

[HCA Administration Manual:](http://intranet.ochca.com/pap)
<http://intranet.ochca.com/pap>

Organizational Charts of HCA/Behavioral Health Services and HCA/Accounting

[BHS P&P # 05.01.02 Use and Flow of the Encounter Document:](http://intranet.ochca.com/bhs/pap)
<http://intranet.ochca.com/bhs/pap>

PROCEDURE:

- I. HCA/Accounting Manager along with the BHS Director represents the Medical Billing Unit at the executive and administrative levels, and is responsible for program finance planning and policy, billing practices and compliance standards.

- II. The Quality Improvement and Program Compliance (QIPC) unit shall coordinate a BHS review and training team that reviews billing and documentation compliance as well as provides training for staff. This team includes staff from the Office Staff Operations Coordinator (under the QIPC Division Manager), all certified coders, Medical Billing Unit staff and QIPC staff.
- III. The Medical Billing Manager shall provide guidance to BHS program staff, administrators and program managers, on matters of federal, state, and private payer billing regulations and practices, record integrity, efficiency, and effectiveness. Problems and/or recommendations affecting policy shall be coordinated by the Medical Billing Manager with the HCA/Accounting Manager, QIPC, and the BHS Director or designee for further action or resolution.
- IV. The Office Staff Operations Coordinator, Service Chiefs, and Program Supervisors shall work with the Medical Billing Unit Operations Manager and all certified coders on matters of day-to-day billing/program documentation and coding activities. Problems cited and recommendations affecting program or billing procedures shall be directed to the QIPC Division Manager and through the Divisional chain of command. Specific duties are referenced in the BHS P&P # 05.01.02 *Use and Flow of the Encounter Document*.
- V. BHS Financial Evaluators or Supervisors may interact with the Medical Billing Unit line supervisors, and/or staff on an as needed basis concerning issues of client/patient eligibility, need for a release of information, and authorization for treatment or encounter documents. Continuing or consistent problems are to be documented and discussed through the Divisional chain of command and to the QIPC Division Manager who shall work closely with the Medical Billing Unit Operations Manager and Medical Billing Manager in problem analysis and resolution.