Purpose:

This policy provides guidance in the billing and collecting of fees from West Des Moines EMS patients.

Policy:

1. West Des Moines EMS shall bill patients in accordance with West Des Moines City Ordinance 862.

2. The ECP should attempt to obtain a signature from the patient or person acting on behalf of the patient to authorize the payment of Medicare or insurance benefits for services rendered and acknowledge the receipt of HIPAA policies and practices.

3. On a quarterly basis, the Chief may randomly audit bills sent to patients to ensure that the bills are accurate based on the run report.
   - At least one run from each month should be audited.
   - At least one run from each division should be audited.
   - Documentation of the audit should be maintained a minimum of seven years prior to being destroyed.

4. The Billing Specialist or designee shall monitor due and unpaid bills and periodically report to the Chief.

5. The Chief will take one of the following actions related to delinquent accounts:
• Send the bill to a collection service.
• Reassign the bill to another billing schedule.
• Write-off the account.
• State offset program

6. West Des Moines EMS will at minimum bill weekly.

7. West Des Moines EMS will accept the following forms of payment:

• Cash
• Check
• Credit Card (Mastercard or Visa)
• Check by phone

8. Checks shall be restrictively endorsed upon receipt.

9. A receipt shall be provided to all patients who present in person to pay their bills.

10. All funds not immediately transferred to Finance shall be locked in a safe.

• Only Administrative Staff shall have access to the safe.
• All funds will be sent to the Administrative Services Department as soon as possible. Funds shall not be kept on site for more than three days.

11. The Chief or Billing Specialist may approve any patient who wishes to make time payments.

12. The Chief or designee will review receipts received from the Finance Department to ensure that the appropriate amount was deposited to the appropriate bank account.

• Documentation of this review shall be maintained a minimum of seven years prior to being destroyed.

13. West Des Moines EMS shall provide the Finance Department any documentation needed to support financial reporting.

• Documentation provided to the Finance Department shall be maintained a minimum of five years prior to being destroyed.

14. Insurance Denial

Once a claim is returned as denied, the billing staff will review the submission to determine that the criteria have been met. If any criteria need to be changed or added the claim will be resubmitted. If all criteria were met, the account will be moved to a private schedule and the patient billed for the service.