REVENUE MANAGEMENT DIVISION
POLICY AND PROCEDURE MANUAL

1.0 Introduction

- 1.1 Manual Introduction
- 1.2 Table of Contents
- 1.3 Check Sheet
- 1.4 Forms Index
- 1.5 Policy Statements
- 1.6 Definitions

2.0 Financial Screening and Fee Determination

- 2.1 Objectives
- 2.2 Methodology
- 2.3 UMDAP
  - 2.3.01 Patient Financial Information
  - 2.3.02 Fee Schedule
  - 2.3.03 Asset Schedule
  - 2.3.04 Verification of Data
  - 2.3.05 Therapeutic Adjustments
  - 2.3.06 Financial Reevaluation
  - 2.3.07 Financial Obligation Agreements
- 2.4. Life Support
  - 2.4.01 Objective
  - 2.4.02 Methodology
  - 2.4.03 Procedure

3.0 Third Party

- 3.1 Objectives
- 3.2 Methodology
- 3.3 Insurance
  - 3.3.01 Billing Procedures
  - 3.3.02 Procedure Codes
  - 3.3.03 Provider Numbers
  - 3.3.04 Lifetime Extended Signature Authorization
  - 3.3.05 HCFA 1500
  - 3.3.06 Insurance Follow-up Letters
- 3.4 HMO/PHP/PCCM
  - 3.4.01 Treatment Policy
  - 3.4.02 County HMO'S

3.5 Medi-Cal
3.5.01 MEDS
3.5.02 CID/SDX
3.5.03 Reimbursable Services
3.5.04 Minor Consent Services
3.5.05 Eligibility
3.5.06.001 Labels /Cards/POE'S
3.5.06.002 Inmates of an Institution
3.5.06 Share of Cost
3.5.07 Maintenance Need Levels
3.6 Medicare
3.6.01 Billing Procedures
3.6.001 HCFA 1500
3.6.002 Lifetime Beneficiary Claim Authorization
3.6.003 HCFA 1600
3.6.02 Procedure Codes
3.6.03 Provider Numbers
3.6.04 Incident to
3.7 Social Security
3.7.01 SSI/SSP Payment Levels
3.8 Champus
3.9 Workmans Compensation

4.0 Billing and Collection of Patient Fees

4.1 Objectives
4.2 Methodology
4.3 Current Billing Procedures
4.3.01 Overpayments
4.3.02 Provisional Billing Rates
4.4 Delinquent Account Billing Procedures
4.4.01 Collection Letters
4.4.02 Telephone Calls
4.4.03 Small Claims Court
4.4.04 Treasurer-Tax Collector Referrals
4.4.05 Tax Intercept
4.4.06 NSF Checks
4.5 Charge Off
4.5.01 Charge Off Transmittal
4.5.02 Charge Off Summary

5.0 Accounts Receivable
5.1 Objectives
5.2 Methodology
5.3 Trial Balance
5.4 MAAR Report

6.0 Record keeping

- 6.1 Objectives
- 6.2 Methodology
- 6.3 Retention Policies
  - 6.3.01 Financial Folders
  - 6.3.02 Medical Records
  - 6.3.03 POE'S
- 6.4 Client Statement Card
- 6.5 Receipt Transmittals

7.0 Services

- 7.1 Day Treatment
  - 7.1.01 Definition
  - 7.1.02 Vocational Services
  - 7.1.03 Socialization
  - 7.1.04 CCF Augmentation
  - 7.1.05 SNF Augmentation
  - 7.1.06 Day Care Intensive
  - 7.1.07 Day Care Habilitative
- 7.2 Outpatient
  - 7.2.01 Collateral
  - 7.2.02 Assessment
  - 7.2.03 Individual
  - 7.2.04 Group
  - 7.2.05 Medication
  - 7.2.06 Crisis Intervention
- 7.3 Inpatient
  - 7.3.01 State Hospitals
  - 7.3.02 Local Hospitals
  - 7.3.03 Psychiatric Health Facilities
  - 7.3.04 Intensive Skilled Nursing
  - 7.3.05 Short Term Crisis Residential
  - 7.3.06 Jail
  - 7.3.07 Transitional Residential
    - 7.3.07.001 Off Site
    - 7.3.07.002 On Site
  - 7.3.08 Long Term
  - 7.3.09 Semi Supervised
  - 7.3.10 Independent Living
- 7.4 Outreach
  - 7.4.01 Mental Health Promotion
  - 7.4.02 Community Client Services

7.5 Continuing Care
- 7.5.01 Case Management
  - 7.5.01.001 Homeless
- 7.5.02 Conservatorship
  - 7.5.02.001 Conservatee Case Management
  - 7.5.02.002 Investigation
  - 7.5.02.003 Administration
  - 7.5.02.004 Life Support
  - 7.5.02.005 Supplemental Residential Care

7.6 Children's Services

8.0 Automated Systems and Electronic Data Entry

8.1 Management Information System (MIS)
- 8.1.01 Responsibility Codes
- 8.1.02 Medi-Cal Billing Procedure
- 8.1.03 Reports

8.2 Electronic Data System (EDS)

8.3 Health Managements Systems (HMS)

8.4 Personal Computers (PC)