

HEALTH SERVICES POLICY & PROCEDURE MANUAL

North Carolina Department Of Correction
Division Of Prisons

SECTION: ADMINISTRATIVE

POLICY # AD III-5

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SUBJECT: Medical Claims Receipt

EFFECTIVE DATE: October 2007

SUPERCEDES DATE: None

PURPOSE

To insure that medical bills are paid timely.

DEFINITION

Medical claim – once a UR is submitted and approved, the authorization is generated and used to make an appointment. Once the appointment is completed, it becomes a medical claim.

Medical claims needing only one UR – a separate UR is needed for each appointment unless it is for approved sessions of physical therapy, chemotherapy, radiation simulation/therapy or dialysis treatment. Do not enter duplicate UR's for these therapies/treatments.

POLICY

All medical claims will be receipted within 24 business hours of return from appointments. The nurse manager will insure that the medical claim is receipted within this time period.

PROCEDURE

1. The nurse manager will designate an employee responsible for entering medical claim receipts.
2. The designee will review the HS14 and HS16 screens each business day for any outstanding URs that have not been receipted or corrected.
3. Appointments
 - a. Appointments are entered on the IP11 screen at the time they are made with the provider.
 - b. The day prior to the appointment, the designee checks the appointments by entering into OPUS "AS12 0 MSS 92". Enter the date for the next day.
 - c. Enter the facility number and date of the appointment being requested on report "begin and end dates"
 - d. Once entered, the "scheduled outside appointment" display for that date will appear on the screen.
 - e. Call and verify appointments.
 - f. Complete the DC 708, Inmate Medical Transportation Report Form on each inmate and distribute to appropriate staff and the designated employee who receipts the claim.
4. Receipting claims
 - a. Once the inmate returns from the appointment, the designee is to complete the HS20 screen. Never complete the HS20 screen prior to an appointment.
 - b. In the event the appointment is refused, cancelled or not needed, the nurse manager will be informed that the UR was not used and the need to have it withdrawn or cancelled by entering the appropriate action on the HS15 screen.
 - c. EKG and Ambulance UR's must be entered for the actual date of service and receipted.
 - d. Emergency room visits are to be entered for the actual date of visit and receipted.



10/15/07

Paula Smith, M.D., Director of Health Services

Date