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POLICY

This policy applies to the Johns Hopkins Health System (JHHS) Patient Financial Services (PFS) Department for Howard County General Hospital (HCGH), using the Meditech Magic System.

PURPOSE

To describe the process for correcting or changing insurance information and re-submitting a claim (creating a “re-bill”): **Meditech Magic System**.

RESPONSIBILITIES

Once a claim has been submitted—a UB04 or ANSI 837—it may need to be re-submitted for a variety of reasons. Sometimes claims are not received or registered by the payer; sometimes the patient does not provide current insurance information, or the information may be entered incorrectly at the time of registration.

The following steps should be taken to correct the information in Meditech Magic and properly re-bill the claim.

Note: For accounts in “bad-debt” status, refer to **Bad Debt procedures** (Policy FIN094 - Bad Debt Placement).

Summary of “Re-bill” Procedure:

- Add/Change insurance
- Reorder (if appropriate)
- Re-bill (as appropriate)
- Balances greater than \$10,000, send an Email to the appropriate person

PROCEDURES


To **add** a new insurance or **change** the insurance or **the sequence of insurance(s)** on an account, the PFS Representative will:

A. Account is Final Billed:

1. To **add** an insurance to the account (for example, if the account is currently self pay):

From the claim’s “**Process Routines**” screen, select “**Process a Bill**”:

>> Select and reverse all existing bills (the account will become UB)

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>> Select **“Edit Patient”**

>> Select **“Insurance Data”**

>> Enter the new insurance code or spacebar/“F9” for a list of insurance codes.
 If other accounts exist for the patient, a message will display to update those accounts.
 Answer “N” for no.

Note: Insurance must be added to each account individually.

>> Yes to “Not found for this account. New?”

>> Yes to “Add to current insurance order?”

>> **“Update Demo Recall”:**

If **Yes**, this insurance will pull forward the next time the patient is registered.
 If **No**, this insurance will **not** pull forward for the next registration (e.g., Workers’
 Comp.).

>> Complete all required information on page 1 (**“Patient Insurance Information”**) and
 page 2 (**“Subscriber/Policy Information”**)

>> **File**

>> Enter additional insurances, if necessary

>> **Exit**

2. To re-order insurances:

Note: This step is not required if the account was previously self pay; the new insurance
 will automatically assume the first position.

From the **“Process Routines”** menu, select **“Edit Patient”**

Meditech Magic prompts the user to continue to this step:


>> After adding the new insurance, a dialogue box will appear asking **“Edit Current
 Insurance Order?”**

>> **Yes** to re-order insurances

>> Enter the new insurance order using **“F9”**

>> **Enter through** until the **Financial Class** defaults

>> **File** (A dialogue box will appear advising if any insurance was made **“inactive”**;

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Hit <Enter> to confirm.)

>> **Yes to “OK?”**

>> **“Update Demo Recall”:**

If **Yes**, this insurance will pull forward the next time the patient is registered.

If **No**, this insurance will **not** pull forward for the next registration (e.g., Workers’ Comp.).

>> **Update** will automatically file and return to the **Process an Account** screen.

Note: The system will auto-prorate at day-end, allowing the new insurance to go through proration and hit the necessary bill holds. If claim passes all holds, it will become FB and queued.

B. Account is Unbilled:

1. To add a new insurance:

From the claim’s **“Process Routines”** menu, select **“Edit Patient”**:

>> Select **“Insurance Data”**

>> Enter the new insurance code or spacebar/“F9” for a list of insurance codes.

If other accounts exist for the patient, a message will display to update those accounts. Answer **“N”** for no.

Note: Insurance must be added to each account individually.

>> **Yes to “Not found for this account. New?”**

>> **Yes to “Add to current insurance order?”**

>> **“Update Demo Recall”:**


If **Yes**, this insurance will pull forward the next time the patient is registered.

If **No**, this insurance will **not** pull forward for the next registration (e.g., Workers’ Comp.).

>>Complete all required information on page 1 (**“Patient Insurance Information”**) and page 2 (**“Subscriber/Policy Information”**)

>>**File**

>>Enter additional insurances, if necessary

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>>Exit

2. To reorder insurances:

From the “Edit Patient” menu, select “Insurance Reorder”

Meditech Magic prompts the user to continue to this step:

>> After adding the new insurance, a dialogue box will appear asking “Edit Current Insurance Order?”

>> Yes to re-order insurances

>> Enter the new insurance order using “F9”

>> Enter through until the Financial Class defaults

>> “Update Demo Recall”:

If Yes, this insurance will pull forward the next time the patient is registered.

If No, this insurance will not pull forward for the next registration (e.g., Workers’ Comp.).

>> File

3. To change existing insurance order, remove or activate insurance:

From the claim’s “Process Routines” screen, select “Edit Patient”:

>> Select “Insurance Reorder”

>> Enter or edit the new order for the bill

>> Enter through until the Financial Class defaults

>> File (A dialogue box will appear advising if any insurance was made “inactive”; Hit <Enter> to confirm.)


>> Yes to “OK?”

>> “Update Demo Recall”:

If Yes, this insurance will pull forward the next time the patient is registered.

If No, this insurance will not pull forward for the next registration (e.g., Workers’ Comp.).

Note: Insurance removed from the billing order is still on the account if it has a claim. Forward the bill to insurance in accordance with new COB order.

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>> Select “Demand a Bill”, select the desired bill, and print/queue, as appropriate.

>> “Demand a Single Bill”: select desired bill using “F9” (Interim, Final or Late Charge)

SPONSOR

Senior Director, Patient Financial Services, JHHS

REVIEW CYCLE

Three (3) years

APPROVAL



 Senior Director, JHHS

7/13/09

 Date



 Director, PFS Financial Support, JHHS

7/10/05

 Date