	The Johns Hopkins Health System Policy & Procedure	<i>Policy Number</i>	BIL024
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POLICY

This policy applies to the Johns Hopkins Health System (JHHS) Patient Financial Services (PFS) Department.

PURPOSE

To ensure that erroneous charges are not entered onto the Hopkins Elder Plus Client bill in Meditech.

RESPONSIBILITY

Special Program Team, PFS

REFERENCE

Client Billing Procedures

PROCEDURE

The Hopkins Elder Plus (HEP) Client was established in Meditech for the sole purpose of allowing pharmacy orders to be entered for HEP patients. As such, all charges on this account should be for \$0.00, as they are entered for ordering purposes only. To ensure that this is the case, the CAP/ATS Team in Patient Financial Services will review this client bill each week to ensure that the balance on this account is \$0.00 at all times.


- If a service is entered with a charge that is less than or greater than \$0.00, the charge will be investigated. If the charge is a legitimate charge that has been posted to this account in error, the charge will be disassociated from this client bill and allowed to bill through the normal billing cycle.

In addition, the CAP/ATS Team member reviewing this account will contact the department that generated the charge to advise them of the error. If a department creates five or more such erroneous charges within one month, a Team member will contact the CAP/ATS Department management. Management will review the situation and discuss it with the department head of the area in question to prevent additional errors.

- If the dollar amount stems from a keying error in the pharmacy—but relates to a legitimate order for an HEP patient—the charge will be reversed to bring the account back to \$0.00 balance and the pharmacy manager will be advised that the error has occurred.

SPONSOR

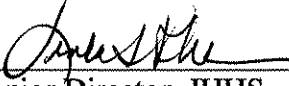
Senior Director, Patient Financial Services, JHHS

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REVIEW CYCLE

Three (3) years

APPROVAL



 Senior Director, JHHS

7/13/09

 Date



 Director, PFS Non-Acute Services

7/13/09

 Date