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POLICY

This policy applies to The Johns Hopkins Health System Corporation (JHHS) and the following affiliated entities: The Johns Hopkins Hospital (JHH), Johns Hopkins Bayview Medical Center, Inc. (JHBMC), and Johns Hopkins Community Physicians (JHCP) and Howard County General Hospital (HCGH).

Purpose

The purpose of this policy is to ensure that the Admitting Office or designated authorization group and all outpatient registration areas delete canceled admissions and registrations at the time of notification, and that these cancellations are communicated to all appropriate areas, beginning with the attending physician surgeon, applicable ancillary service department and the Patient Financial Services Department.

This policy applies to all patient types (including those from the Ambulatory Surgery Unit and the Emergency Department) for all JHHS affiliates, including inpatient and outpatient. For the purposes of this policy, the cancellation of registrations applies only to specific registrations for scheduled medical encounters. This policy does not apply to general registrations of patients in managed care member or other member databases. General registrations will not be canceled or deleted when specific medical encounters are canceled according to the procedures outlined in this policy.

An admission or registration will be canceled when a patient fails to appear for the expected admission, transfer, or outpatient encounter, or when the patient (or patient's representative) notifies the affiliate that the patient will not be presenting for the scheduled medical encounter. Admissions or registrations will be canceled when the patient has failed to appear in time to be included in the applicable daily reporting and reconciliation of admissions and registrations. Patients scheduled to receive specific hospital services will be notified as soon as possible if those services will not be available at the time of their scheduled admission or registration.

Prompt notification of cancellations to the Patient Financial Services and Admitting Depts. is important for the following reasons:

1. To inform HMOs regarding current authorizations/certifications which are date-specific to the admission or outpatient encounter;
2. To properly reconcile the patient census;
3. To achieve accurate and timely hospital and professional fee billing.


Any charges incurred by patients who cancel an admission or registration will be billed on an outpatient basis to the patient and/or his triaged insurer. Patients who leave the Emergency Department after they are registered but before they are triaged will not be charged for a visit.

REFERENCES

JHHS Finance Policies and Procedures Manual

Policy No. FIN044 - Inpatient Admission and Financial Responsibility

Policy No. FIN064 - Third Party Billing Practices

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RESPONSIBILITIES

Admitting Officer	<p>Receive notice of cancellation or identify "no-shows" by comparing actual admissions with scheduled admissions.</p> <p><i>For JHH</i>, prepare the Canceled Admissions form and send one copy to the Inpatient Business Office and one copy to Admitting Supervisor or Assistant Director of Admissions.</p> <p><i>For JHBMC</i>, notify Admissions and Utilization Review Coordinator of the cancellation.</p> <p>Notify patient care unit and shift coordinator if the cancellation is for the current day.</p>
Admitting Supervisor/Assistant Director of Admissions	<p>Cancel the inpatient admission record, transferring any charges to an outpatient record. E-mail manager of Revenue Control to transfer charges.</p> <p>Document relevant financial information in patient's records.</p>
Pre-Certification Nurse (JHH)	Process the Canceled Admissions Form.
Designated Authorization Group (HCGH)	Contact the insurer or certification agent and notify of cancellation.
Outpatient Registration and JHCP Registration	Identify patient as a "no-show" through reconciliation of scheduled appointments to completed appointments, or through receipt of notification of cancellation.
Designated Authorization Group (HCGH)	Cancel registrations or appointments in automated system. Bill any charges incurred using an outpatient bill type to the appropriate insurer(s) or to the patient directly.

SPONSOR

Senior Director of Patient Financial Services (JHH, JHHS, JHBMC, HCGH)
 Director of Business Office (JHCP)


CYCLE REVIEW

Three (3) years

APPROVAL

 President, JHHS/JHH

 Date

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PROCEDURES – JHH

A. Inpatient

1. Admitting Officer
 - a. Receive notice of cancellation from patient or patient's physician, or identify a "no-show" by review of the Pre-Admissions listing.
 - b. Cancel the admission in the automated system and prepare the "Change of Information for Scheduled Patients" indicating canceled admission, sending one copy to the Inpatient Billing Office. If the cancellation is for the current day, also notify the patient care unit.
 - c. Create an outpatient registration and transfer any charges related to the scheduled admission (i.e., pre-admit testing) to this outpatient Financial Services.
2. Pre-Certification Nurse
 - a. Receive the Change of Information form.
 - b. Contact the insurer or certification agency, as appropriate, to notify of the cancellation and request new certification if the admission has been rescheduled.
3. Billing/Collection
 - a. Bill any charges associated with the scheduled admission, using an outpatient bill type.


B. Outpatient

1. Outpatient Registrar
 - a. Receive notice of cancellation from patient or patient's physician, or identify a "no-show" by reconciliation of the scheduled appointments to completed appointments.
 - b. Notify procedure areas (e.g., Surgery, Pain Treatment, Endoscopy) of cancellation if notification received in advance of the scheduled visit.
 - c. Cancel appointments and registration in the automated system.
2. Billing/Collection
 - a. Bill any charges associated with the canceled visit.

PROCEDURES - JHBMC

A. Inpatient

1. Admitting Officer
 - a. Receive notice of cancellation from patient or patient's physician, or identify a "no-show" by review of the Pre-Admissions Listing.

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- b. Cancel the admission in the automated system and prepare the "Change of Information for Scheduled Patients" indicating canceled admission, sending one copy to the Inpatient Billing Office. If the cancellation is for the current day, also notify the patient care unit.
 - c. Create an outpatient registration and transfer any charges related to the scheduled admission (e.g., pre-admit testing) to this outpatient Financial Services.
 - 2. Utilization Review Coordinator
 - a. For Medical Assistance and HMO patients, contact the insurer or certification agency as appropriate to notify of the cancellation and request new certification if the admission has been rescheduled.
 - 3. Pre-Billing Financial Counselor
 - a. For Blue Cross and other commercially insured patients, contact the insurer or certification agency as appropriate to notify of the cancellation and request new certification if the admission has been rescheduled.
 - 4. Billing/Collection
 - a. Bill any charges associated with the scheduled admission using an outpatient bill type.

B. Outpatient

- 1. Outpatient Registrar
 - a. Receive notice of cancellation from patient or patient's physician, or identify a "no-show" by review of the scheduled patients roster.
 - b. Notify procedure areas (e.g., Surgery, Pain Treatment, Endoscopy) of cancellation if notification received in advance of the scheduled visit.
 - c. Cancel registration in the automated system.
- 2. Billing/Collection
 - a. Bill any charges associated with the canceled visit.

PROCEDURES – JHCP

- 1. Registration
 - a. Identify patient as a "no-show" through reconciliation of scheduled appointments to completed appointments, or through receipt of notification of cancellation.
 - b. Cancel registrations or appointments in automated system.

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PROCEDURES – HCGH

1. Registration/Admitting
 - a. Identify patient as a “no-show” through reconciliation of scheduled appointments to completed appointments, or through receipt of notification of cancellation.
 - b. Cancel registrations or appointments in automated system.
2. Designated Authorization Group
 - a. Contact the insurer or certification agent and notify of cancellation.
3. Billing/Collection
 - a. Bill any charges associated with the canceled visit.