	The Johns Hopkins Health System Policy & Procedure	<i>Policy Number</i>	FIN068
		<i>Effective Date</i>	03-30-00
	<i>Subject</i> WRITE-OFF PROCESS FOR UNBILLED MEDICAL RECORDS	<i>Page</i>	1 of 4
		<i>Revised</i>	4/2/07

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).

Policy Statement

It is the policy of JHHS to have the patient's medical record available for patient care and to ensure timely coding of medical records for compliance, billing, and collections.

Purpose

The purpose of this policy is to provide a process and procedure to accurately reflect the collectability of accounts where the Nursing Units have not returned the charts to Medical Records within 30 days of discharge. This policy is also intended to stress the importance of accessibility of the patient medical record for patient care.

Definitions

Write-off Process:

The Medical Record Chart Tracking System will be used to identify and report the status of discharged accounts. Reports from this system will be used to focus in on the missing charts.


Charts that are not returned to medical records and are within 30-45 days of discharge will be recorded on the attached write-off request form.

This will be then circulated to the Director of Nursing and the Functional Unit Director to authorize write-off. Depending upon the dollar value of the account, additional signatures may be required.

The exception to this write-off policy is for Self-Pay and Research patients. Medical records not received by Medical Records will have minimal coding in order to generate the billing process.

Reporting/Tracking

- a. The account would remain on the 'unbilled' file with a balance of **\$25.25** until the statute of limitations for the payer expires. If the statute expires, the balance should be written off.
- b. The unbilled (missing record report) will still reflect the accounts as missing until the billing statute expires.
- c. The monthly Collection Rate Report will compile write-offs for missing records/documentation by department/functional unit.

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Discharge Chart Monitoring and Action


DAY	ACTION	RESPONSIBILITY
1-3	Medical records for discharged patients are assembled and locked in chart storage boxes on units for Medical Records pick-up. Sign-out sheets are maintained if record is requested prior to pick-up.	Clerical Associate
4-14	Rounds to units continue for pick-up of missing charts. Found charts are directed to Medical Records for coding.	Medical Records
15-30	A letter is sent to the Unit Nurse Manager with copy to Nurse Director requesting their assistance and investigation. Located records are put in unit storage for pick-up.	Associate Director, Accounts Management
30-45	Listing of missing records and write-off forms forwarded to COO office for administrative letter and to Medical Records for potential coding from EPR. Letter sent from COO to Administrator to locate record. If record cannot be located, Administrator should obtain appropriate signature for write-off request.	Associate Director, Accounts Management, COO
45-60	- Found records will be coded for billing. - Lost records will be processed for write-off.	Medical Records Associate Director, Accounts Management
60+	If chart is found it will be coded. If found prior to past statute filing, it will be billed and the adjustment reversed.	Medical Records Patient Financial Services

SPONSOR

Director, Medical Records, (JHH, JHHS)
Senior Director of Patient Financial Services, (JHH, JHHS, JHBMC)
Vice President of Nursing, (JHH)

REVIEW CYCLE


Three (3) years

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APPROVAL

 President, JHHS/JHH

 Date

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**The Johns Hopkins Health System
Unbilled Medical Records Write-off Request Form**

Patient Name: _____ PatCom/MR #: _____

Total Charges \$ _____ Current Date: _____

Amount of write-off: \$ _____ Admit date: ___/___/___ Discharge Date: ___/___/___

Medical Service: _____ Nursing Unit: _____

Financial Class: _____ Insurance Code: _____

T-Code: _____ Patient Deceased: Y/N Attending Physician @ Discharge: _____

Nature of Admit: Elective___ Urgent Care___ ER___ Newborn___ Delivery___

Summary of activity to locate chart: _____

If partial chart is located, describe missing components: _____

**Authorization for Medical Record Write-off
 Administrative Signatures**

Director of Nursing: _____ Date: ___/___/___

Functional Unit Director: _____ Date: ___/___/___

If record was received by Medical Records:

Director of Medical Records: _____ Date: ___/___/___

Patient Financial Services Signatures

Associate Director: _____ Date: ___/___/___

Director: _____ Date: ___/___/___

Senior Director: _____ Date: ___/___/___

Vice President: _____ Date: ___/___/___

EVP/COO: _____ Date: ___/___/___