	The Johns Hopkins Health System Policy & Procedure	<i>Policy Number</i>	FIN129
	<i>Subject</i>	<i>Effective Date</i>	2/15/08
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SCOPE

This policy applies to patient accounts of the following Johns Hopkins Health System Corporation (JHHS) affiliates: Johns Hopkins Hospital (JHH), Johns Hopkins Bayview Medical Center, Inc. (JHBMC), Howard County General Hospital (HCGH), Johns Hopkins Home Care Group (JHHCG) and Johns Hopkins Community Physicians (JHCP).

PURPOSE

The Criminal Procedure Article of the Maryland Code requires all health care providers to refrain from any debt collection activities against individuals with claims filed with the Criminal Injuries Compensation Board ("CICB"). The law establishes certain legal protections for victims of crime. From the time a claim has been filed with CICB and CICB notifies a health care provider that the claim is filed, until the time CICB issues a decision on the claim, health care providers are prohibited from such actions as referring the matter to debt collectors, reporting adverse information to credit reporting agencies, filing suit against the claimant for the debt subject to the claim, or contacting the claimant for the purpose of collecting payment.

JHHS' goal is to afford its patients that have claims before CICB the protections provided by the law. The purpose of this policy is to establish procedures to ensure the proper identification and handling of patient accounts subject to claims filed with the CICB.

REFERENCE:

JHHS Finance Policies and Procedure Manual

Policy No. CSU007- Criminal Injuries Compensation Board Request for Itemized Bill and Notices
Policy No. FIN063 – Self Pay Collections

JHHCG Finance Policy Manual


JHCP Finance Policy Manual

Maryland Code Criminal Procedure Article 11-809

RESPONSIBILITIES – JHH, JHBMC, HCGH:

Notice from CICB and a request for itemized bills will be received by the PFS/Document Management Unit via incoming mail and will be stamped with received date. PFS/Document Management Unit will forward copies of bills to CICB and scan and index the notice in accordance with Policy No. PFS/CSU007. PSC Support Rep will document the patient account activity.

PSC Rep is responsible for sending an email to the Self Pay Collection Supervisor and the Special Billing Manager that Notice from CICB has been received and indicating patient name, MR number and dates of service.

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If patient account is active, Self Pay Collection Supervisor or his/her designee will change the Financial Class to Special Billing and note account so no data mailer is sent to patient. Special Billing will review account to assure that all insurance has been billed and collected, and verify CICB claim number. Special Billing Supervisor or his/her designee will write account off to Bad Debt Agency Code – CIB. Special Billing will oversee follow up of accounts in CIB agency. When CICB issues a final decision on the patient's CICB claim, Special Billing will document account and will send a copy of CICB decision to be scanned and indexed. If account is to be paid, Special Billing will review account to determine any remaining patient liability. If patient balance remains, Special Billing will send patient a letter advising of patient balance and direct patient to contact self pay collection department. Account will then be reinstated to self pay financial class and will be followed in accordance with Policy No. FIN063.

If patient account has been placed with a collection agency, Self Pay Collection Supervisor or his/her designee shall notify Collection Agency Liaison to have collection agency cease all collection activities on account pending final decision from CICB on patient claim. If collection agency closes and returns patient account, then Self Pay Collection Supervisor will change the Financial Class to Special Billing and note account so no data mailer is sent to patient. Special Billing will review account to assure that all insurance has been billed and collected, and verify CICB claim number. Special Billing Supervisor will write account off to Bad Debt Agency Code – CIB. Special Billing will oversee follow up of accounts in CIB agency. When CICB issues final decision on CICB claim, Special Billing will document account. If account is to be paid, Special Billing will review account to determine any remaining patient liability. If patient balance remains, Special Billing will send patient a letter advising of patient balance and direct patient to contact self pay collection department. Account will then be reinstated to self pay financial class and will be followed in accordance with Policy No. FIN063.

SPONSOR

Senior Director, Patient Financial Services, JHHS

REVIEW CYCLE

Three (3) years

APPROVAL

 President, JHHS/JHH

 Date