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|  | The Johns Hopkins Health System | <i>Policy Number</i> | BIL024 |
| | Policy & Procedure | <i>Effective Date</i> | 7/1/03 |
| | <i>Subject</i> | <i>Page</i> | 1 of 1 |
| | Ongoing Review of the Hopkins Elder Plus Meditech Client bill | <i>Supersedes</i> | 6/26/06 |

POLICY

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

PURPOSE

The purpose of this procedure shall be to ensure that erroneous charges are not entered onto the Hopkins Elder Plus Client bill in Meditech.

PROCEDURE

The Hopkins Elder Plus 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. Should a service be 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 with 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. Should a department create five or more such erroneous charges, the Team member will contact the CAP/ATS Department Management. Management will review the situation and discuss this with the department head of the area in question to prevent additional errors. Should the dollar amount stem from a keying error in the pharmacy, but relate to a legitimate order for a 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

REVIEW CYCLE

Three (3) years

APPROVAL

Senior Director, JHHS

Date

Director, PFS Non-acute Programs

Date