

<b>DEPARTMENT:</b> Regulatory Compliance Support	<b>POLICY DESCRIPTION:</b> BILLING - Stat, Call Back, Stand-by and Handling Charges
<b>PAGE:</b> 1 of 2	<b>REPLACES POLICY DATED:</b> 4/6/98, 4/1/00, 10/1/01 (GOS.BILL.006); 3/6/06, 9/1/07, 5/15/10, 4/1/16
<b>EFFECTIVE DATE:</b> May 1, 2018	<b>REFERENCE NUMBER:</b> REGS.BILL.006
<b>APPROVED BY:</b> Ethics and Compliance Policy Committee	

<p><b>SCOPE:</b> All Company affiliated hospitals performing and/or billing ancillary services. Specifically, the following departments:</p> <ul style="list-style-type: none"> <li>Parallon Shared Services Centers</li> <li>Ancillary Departments</li> <li>Revenue Integrity</li> <li>Finance</li> <li>Administration</li> </ul>
<p><b>PURPOSE:</b> To establish guidelines for billing stat, call back, stand-by and handling charges in accordance with Medicare, Medicaid and other federally-funded payer requirements.</p>
<p><b>POLICY:</b> Stat, call back, stand-by and handling charges must <b>not</b> be billed to Medicare, Medicaid, or other federally-funded programs. The Chief Financial Officer (CFO) will determine if stat, call back, stand-by and handling charges will be billed to non-federally-funded payors.</p> <p><b>DEFINITIONS (for purposes of this policy):</b></p> <p><u>Ancillary Services:</u> Hospital or other health care organization services other than room and board and professional services. Examples of ancillary services include diagnostic imaging, pharmacy, laboratory and therapy services.</p> <p><u>Call Back charge:</u> A charge for certain personnel returning to the hospital to perform tests or services.</p> <p><u>Handling charge:</u> A charge for the transfer of a specimen or device to or from an offsite location.</p> <p><u>Stand-by charge:</u> A charge for certain personnel being available at the facility should tests or services be needed.</p> <p><u>Stat charge:</u> A charge for tests or services performed on a priority basis.</p>
<p><b>PROCEDURE:</b></p> <ol style="list-style-type: none"> <li>1. The facility CFO must determine if stat, call back, stand-by and handling charges will be billed to non-federally-funded payers.             <ol style="list-style-type: none"> <li>a. If stat, call back, stand-by and handling charges <b>will not</b> be billed to any payer, the following steps must be performed:                 <ol style="list-style-type: none"> <li>i. Facility/SSC personnel must verify that no entries exist in the facility chargemaster for such services.</li> </ol> </li> </ol> </li> </ol>

<b>DEPARTMENT:</b> Regulatory Compliance Support	<b>POLICY DESCRIPTION:</b> BILLING - Stat, Call Back, Stand-by and Handling Charges
<b>PAGE:</b> 2 of 2	<b>REPLACES POLICY DATED:</b> 4/6/98, 4/1/00, 10/1/01 (GOS.BILL.006); 3/6/06, 9/1/07, 5/15/10, 4/1/16
<b>EFFECTIVE DATE:</b> May 1, 2018	<b>REFERENCE NUMBER:</b> REGS.BILL.006
<b>APPROVED BY:</b> Ethics and Compliance Policy Committee	

<p>ii. On an annual basis, the facility/SSC personnel must review the chargemaster and related order entry masterfiles/dictionaries to verify that entries for stat, call back, stand-by and handling charges are not present.</p> <p>b. If stat, call back, stand-by and handling charges <b>will</b> be billed to non-federally-funded payers specific codes must be assigned to these charges to identify them and prevent billing to federally funded payers. The applicable CPT/HCPCS codes that must be established in the facility chargemaster for stat, call back, stand-by and handling charges are outlined in the HCA Laboratory Compliance Plan. Please note that the CPT/HCPCS codes outlined in the Laboratory Compliance Plan may also include codes which are not specific to lab. :</p> <p>i. Review the Laboratory Compliance Plan and verify that the applicable CPT/HCPCS codes are assigned in the facility chargemaster.</p> <p>ii. SSC personnel must have a process in place to remove stat, call back, stand by, and handling charges from claims for federally funded claims. <b>These charges must be written off as non-covered/non-allowable and may not be claimed as Medicare Bad Debt expense.</b></p> <p>iii. Compliance with this policy is monitored on a quarterly basis by Regulatory Compliance Support to validate that stat, call back, stand-by and handling charges were not billed to federally funded programs. Any facility that falls out of compliance will be contacted by Regulatory Compliance Support.</p> <p>2. All staff associates responsible for ordering, performing, charging, coding or billing services must be educated on the contents of this policy.</p> <p>The Facility Ethics and Compliance Committee is responsible for implementation of this policy within the facility.</p> <p><b>REFERENCES:</b></p> <ol style="list-style-type: none"> <li>1. Provider Reimbursement Manual – Part 1 (Pub. 15-1), Chapter 21, Section 2102.1</li> <li>2. Medicare Claims Processing Manual (100-4) Chapter 12, Section 30.6.15.3</li> <li>3. Medicare Claims Processing Manual (100-4) Chapter 16, Section 60.1.2</li> </ol>
--