

## Billing Practices

Policy # BIL - 101  
Date Effective: 08/29/2007  
Date Revised: 01/01/2017  
Approved by: Michael Burns

Purpose: *To ensure accuracy in the completion of all invoices and insurance claims.*

Policy: *All billing staff will follow these guidelines:*

Procedure:

1. All Medical necessity documentation is obtained as it is reflected in the guidelines established by the coverage criteria for the specific piece of equipment.
2. The same billing codes are used consistently among all billing personnel.
3. The 20% not covered by Medicare is billed to the secondary insurer or the patient.
4. All estimated Co-pay amounts are listed on the delivery ticket.

## Hardship Waiver

Policy # BIL - 102  
Date Effective: 08/29/2007  
Date Revised: 05/01/2009  
Approved by: Michael Burns

Purpose: *To inform staff of proper use of hardship waiver.*

Policy: *Co-payment, deductible, or other owed amounts that are the patient's responsibility under the rules of the Medicare or Medicaid program or any other governmental or commercial third-party payor may not be waived, except on a case-by-case basis upon a determination of financial need. Routine waiver of co-payment, deductible, or other owed amounts may be a violation of federal law and is a violation of AuBurn Pharmacy's policy.*

Procedure:

**1. Medicare/Medicaid and Federal Health Care Programs**

Co-payment, deductible or other owed amounts may only be waived or reduced (including "insurance only") if all three (3) of the following federal statutory requirements are met:

\*The waiver/discount was not advertised;

\***The waiver/discount is not routinely offered;** and

\*The waiver/discount satisfies one of the following:

- a. Is made after determining, in good faith, that the individual is in financial need, or
- b. Is made after reasonable good-faith efforts to collect the co-payment or deductible or other owed amounts from the patient have failed.