

UC Riverside, School of Medicine Policies and Procedures**Policy Title:** Prompt Pay Discounts**Policy Number:** 950-05-006

Responsible Officer:	Executive Director, UCR Health
Responsible Office:	University of California, Riverside School of Medicine
Origination Date:	04/2015
Date of Revision:	09/07/2021
Scope:	This policy applies to UCR Health. UCR Health billing providers outside of the UCR Physicians Billing Office are not covered by this policy.

I. Policy Summary

This policy establishes a standardized criteria around extending prompt pay discounts to patients receiving healthcare services from the UCR Health.

II. Definitions

N/A

III. Policy Text

A. This standard discount criteria applies to:

1. All patients who have the means to pay, do not qualify for financial hardship considerations as outlined in the **UCR Health Financial Hardship policy**, and
2. No healthcare insurance program, governmental or private, is responsible for the payment for services provided to patient.

B. A thirty (30) percent of charges for professional services prompt pay discount may be offered to qualifying patients who are willing to make payment in full at the time of service.

C. Extending discounts in excess of thirty percent of charges as indicated in paragraph B is permissible and left to the discretion of the UCR Health Executive Director and the Director, Clinical Compliance and Privacy.

D. UCR Health practices must:

1. Collect the full amount owed by the patient (less the discounted amount) at the time of service.
2. Assign a unique financial class code to prevent sending statements to the patient.
3. Indicate the discounted amount on the charge document.
4. Discounts greater than thirty percent of charges must be approved by the UCR Health Executive Director and Director, Clinical Compliance and Privacy.

E. Any UCR Health practices utilizing special discount schedules must inform the UCR Health Director on any changes to the schedule for the proper posting of payments and adjustments in the billing system.

IV. Responsibilities

Monitoring/Accountability:

Each UCR Health billing area must conduct frequent, regularly scheduled quality reviews to ensure adherence to this policy. Immediate corrective actions must be taken as necessary. These may include but are not limited to the following corrective actions:

- A.** Training and re-training of staff
- B.** Disciplinary actions
- C.** Reporting non-compliance to UCR Director, Clinical Compliance and Privacy

Exclusions:

This policy does not apply to:

- A.** Patients receiving services with existing cash case rates such as elective/cosmetic.
- B.** International Health Program patients.

V. Procedures

N/A

VI. Forms/Instructions

N/A

VII. Related Information

N/A

VIII. Revision History

Original: April 2015

Revised: September 2021

Approvals:

COMPLIANCE COMMITTEE (12/10/2021)

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