

UC Riverside, School of Medicine Policies and Procedures**Policy Title: Special Administrative Adjustments****Policy Number: 950-05-011**

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

PURPOSE:

To improve the efficiency of the UCR Health billing and collections processes by establishing standard, uniform criteria for issuance and handling of special administrative adjustments across all UCR Health units.

POLICY:

- A. In rare, non-routine circumstances Guarantor balances may be eligible for a special administrative consideration. These waivers and/or discounts may be initiated by the Executive Director or formally requested by UCR Health providers, units, and billing vendor supervisor/manager. Requests must be reviewed and approved by the Director of Compliance and Privacy with appropriate documentation.
- B. Formal requests must explain circumstances for which a special administrative adjustment is being requested (e.g. risk management, public relations).
- C. The patient's file must contain certain documentation of the request/consideration and all additional backup information to substantiate the determination.

APPLICABILITY:

This policy applies only to UCR Health customers. UCR Health provider entities billing for healthcare services outside UCR Physicians Billing Office are not covered by this policy.

MONITORING/ACCOUNTABILITY:

Each clinical unit must conduct frequent, regularly scheduled quality reviews to ensure adherence to this policy. Immediate corrective actions where non-compliance has been identified, must be taken as necessary. These may include:

- a. Training and re-training of staff
- b. Disciplinary actions
- c. Escalating non-compliance to the UCR Health, Director of Compliance and Privacy.

POLICY REVISION HISTORY:

Original Policy Issued: April 2015
Revisions: None

Approval(s):

Compliance Committee (04/26/2016)