

	Strong Home Care Group, Inc.	Corporate Compliance
	POLICY: Identifying and Correcting Improper Billing	Policy #107A
	SECTION: 100A	
	Created: 9/1/98	Reviewed: 12/9/04 Revised:
	Approved by: Quality & Compliance Committee Date: 12/14/06	Reg: COP:

Policy: It is the policy of VNS to bill only for services rendered, which are reasonable and necessary, and for which there is documentation. The Supervisor will follow-up and develop a plan for correction and prevention of recurrence. Inaccurate billing can be discovered through, internal audit or external, Medicare inquiry, record audit or other review.

(Examples may include not homebound, lack of proper lab work for B12, duplication of services, no M.D. orders or visit was not made, no personal care performed.)

Description:

VNS records all occurrences of inaccurate billing. The appropriate supervisor will be notified who will investigate, follow-up and develop a plan for correction and prevention of recurrence. Follow-up including remedial education and/or disciplinary action may occur depending upon the reason for error. The V.P., DPS and Compliance Officer will be notified. The Director of Patient Financial Services initiates corrective action by the appropriate method; a credit bill, a refund bill or an adjustment bill with the appropriate payer.