Policy Number: UFCD, Finance, 4.02  
Effective Date: September 2015  
Last Revised Date: March 2023  
Next Review Date: March 2025  
Policy/Guideline Custodian: Executive Director  
Category: Finance

<table>
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<tr>
<th>Title</th>
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<tr>
<td>Patient Billing Cycle</td>
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<td>Successful billing and collection of clinical revenue requires numerous staff and faculty involvement at the clinic management system, department, administrative unit and business office levels. The expectation is that individuals will accept responsibility for their portion of this cycle but will not perform functions assigned to others. This is essential to ensure an appropriate segregation of duties.</td>
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<td>The accompanying flow charts identify the steps in the processes and clarify who is responsible for each step. The owner may be the business office, the department (as “owner” of the clinic), or the clinical management system (in the form of an automated process).</td>
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**Monitoring:**  
When possible, automated monitoring tools will be provided through the business office. They will generally be distributed via automated routine emails, manually prepared ad hoc reports, or on-demand reports available in axiUm.  

The business office will monitor a number of variables including, though not limited to:  
- Missing charges  
- Fee variances  
- Bad addresses  
- Unapproved treatments  
- Patient payment plans & payroll deduction plans  
- Accounts receivable balances  
- Credit balances  
- Internal collections statistics  

**Accountability:**
When reasonable, individuals should be assigned specific steps in this process. This responsibility should be included as an assigned duty.

See attached flow charts

Policy Contact

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Important Dates

- Original Effective Date: September 2015, Approver: A. Isabel Garcia, Dean
- Reviewed: March 2023, Approver: Dr. A. Isabel Garcia, Dean
Scheduling and Patient Check-In

Patient requests treatment

New or Existing Patient?

New Patient

Does patient have insurance?

Yes

Is pre-authorization required?

Yes

Contact insurance company

No

Schedule patient and ensure provider has appropriate credentials for the patient type

Patient check-in

Bad Debt or ICOLL chart lock?

Yes

Collect debt prior to treatment

No

New patient

Yes

Create chart, enter demographics and insurance information in axiUm

No

Update demographic and insurance information in axiUm

Provide treatment

Existing Patient

Legend:
System Process -
Business Office Responsibility-
Clinic Responsibility-
Treatment, Payment, and Charge Entry

Treatment provided → Charge Entry

- Determine payer type
  - Contract
  - Patient
  - Insurance
  - Patient

- Create contract and determine down payment
- Create payment slip for cashier
- Pay Cashier
- Send patient and contract to Business Office
- Enter contract into axiUm

Dental or Medical

- Dental
- Dental or Medical
- Medical

- Chairside charge entry is completed in axiUm by provider
- Financial counselors review provider chart notes and manually enter charges in axiUm
- Charges post to patient's financial history in axiUm

Legend:
- System Process -
- Business Office Responsibility-
- Clinic Responsibility-
Charges post to patient's financial history in axiUm

Balance Due: Self-pay or Insurance?

Self-pay

Generate monthly invoice

Post payment as received

Account enters ICOLL process

Business Office performs follow-up for payment or charge adjustment

Adjustments processed as needed and refunds for credits issued

Deliquent over 90 days?

Yes

Collection efforts performed

No

Insurance

Paper or Electronic claim

Electronic Claims

Paper or Electronic claim

Print and distribute claims

Review and mail claims

Review EOB's and refile or adjust off claims as needed

Transmitted via claims clearing-house or payer-specific web portals

Follow up on transmission rejections

Receive EOB's and contractual adjustments

Distribute EOB's

Legend:
System Process -
Business Office Responsibility-
Clinic Responsibility-
Follow-Up and Daily Account Inquiries

**Legend:**
- System Process - 
- Business Office Responsibility - 
- Clinic Responsibility - 

**Patient AR Review**
- **Insurance claim follow-up**
  - DMD Clinic claim?
    - Yes: Business Office works claim until resolution
    - No: Clinic works claim until resolution
  - **Self-pay account review**
    - Aged over 90 days?
      - No: Follow-up performed by clinic for payment or charge adjustment
      - Yes: Account enters ICOLL process and Business Office performs follow-up for payment or charge adjustment.
        - Adjustments processed as needed and refunds for credits issued

**Account Inquiries from Patients**
- Non-Clinical Inquiries
  - Refer to clinic only if clinical
- Clinical Inquiries
  - Refer to Business Office only if non-clinical

**Administrative Functions**
- Contracted dental insurance provider credentialing applications
- Doctor credentialing for Hospital privileges or Shands Managed Care billing credentialing