

COUNTY OF VENTURA	2021 ADMINISTRATIVE POLICY MANUAL	Revenue Cycle Management – Clinic Reports
ORIGINATING AGENCY: A-C	Last Issued/Revised: March 25, 2021	Policy No. AC.30
Policy Change Requires: Forms Change Requires: N/A	<input type="checkbox"/> Board of Supervisors Approval <input checked="" type="checkbox"/> CHC Board Approval <input type="checkbox"/> CEO Approval	Page 1 of 1

### Policy:

A series of Revenue Cycle Management reports are available to all Ambulatory Care clinics. The purpose of the reports is to identify encounters which require some form of edit by the Accounts Receivables Specialist or designated clinic personnel.

### Procedure:

- The reports are as follow:

Encounters without charges  
Suspended Charges  
Late Charges  
Encounters with charges/Pre-reg  
Discharge Final Not Billed - DFNB

- The reports are in Discern Reporting Portal. Instructions on how to access and run the reports are attached. To easily access the reports, please add the reports to “favorites”.
- Each clinic will identify one person to be responsible for the reports and identify a designee in the event of the primary person’s absence.
- Each report will be generated and resolved on no less than a weekly basis, daily is preferred.
- Each report is required to be generated for dates of service retroactively for a one year period and for each clinic location.
- If the Accounts Receivables Specialist or clinic personnel encounters an issue which cannot be resolved at the clinic level, they may contact the Central Billing person who works with the relevant payor.
- The Accounts Receivables Specialist or designated clinic personnel is responsible for identifying trends and communicating ongoing issues to the appropriate parties. This may include, but not be limited to: opening an IT ticket, requesting that the Clinic Manager include the issue on a future staff meeting agenda, training a provider or staff member on an individual basis, sending e-mails, contacting Ambulatory Care leadership, etc.
- Due to the potential impact on cash flow, compliance with this policy will be closely monitored by Ambulatory Care leadership.
- Compliance will be reviewed as part of each Accounts Receivables Specialist’s performance.