

HBP Operations Manual

1. Basic Data

Practice Data Sheet with all Physician ID numbers
Name Address List (complete)
NPI Numbers (Practice and Each Pathologist)
IRS Letter showing Tax ID
State Tax Identification Number
Malpractice Liability Face Sheet
Practice Stationary

2. Fees

Credit Master (Fees as well as Contractual Allowances)
Billing System Fee print out

3. Electronic Interface (layout and protocols)

Charges
Demographic

4. Charge Control Protocols

5. Policies

Special Arrangements/Discounts
Small balance write-offs
Small balance to Collection Agency
Collection Account Protocol
Bad Address Research
Self-Pay Research
Collection

6. Third Party

Third Party Representatives
Third Party Participation List
Insurance Filing Limits
Calendar

7. **Coding Guidelines**
8. **Compliance**
Compliance Plan/Officer
9. **Budget**
Charge Production Goals (Weekly, Monthly, Annual)
Operations Budget
10. **Referring Physicians**
Referring Physicians grouped by specialty and practice
Office contacts and protocol for interface
11. **Reporting**
Checklist
Hospital Department Reports
Practice Reporting Requirements
12. **Billing System**
Patient Billing Cycle
Self-Pay Statements for each Cycle
Reporting Checklist and STD reports
13. **Collection Agency**
Contract
Reporting
14. **Work Plan**

