Who Should We Talk to if a Patient Receives a Bill?

Effective collaboration among various departments, partners, and stakeholders will safeguard the patient from being improperly billed for their medical forensic examination. If you know a patient has been billed, consider contacting one or all of the below resources in your community.

**INSIDE THE HEALTHCARE SETTING**

- **Clinicians/Providers** – those providing direct medical services to victims (e.g., doctors, nurse practitioners, SANEs, nurses, etc.). Must be knowledgeable about payment practices, policies, and procedures.

- **Billing and Coding Departments** – typically part of healthcare institutions, and whose goal is to properly capture healthcare codes that allow billing for services rendered.

- **Compliance** - provide guidance and monitoring to ensure all applicable rules, laws and regulations for healthcare billing are in place, including addressing high risk areas to minimize fraudulent billing.

- **Revenue Integrity** - focuses on coding and charge captures to reduce the risk of non-compliance, optimizing payment, and minimizing the expense of fixing a problem with healthcare claims.

- **Finance Departments** - accountable for billing including accuracy of transactions, accounts receivable and payable, and managing internal audits and controls.

- **Quality Assurance** - ensures everyone is maintaining high quality care and measures the effectiveness of any department/program.

- **Legal/Risk Management** - can assess and monitor regulations and practices. Can aid in drafting policies and procedures.

- **Hospital Administration** - can provide oversight to the organization / ultimately ensuring effective and proper practices. This typically includes the Chief Executive Officer, Chief Nursing Officer, Chief Finance Officer, etc.

- **Hospital Social Workers** – help meet emotional, social, and practical needs of the patient. Can help support in navigating the billing department.

**OUTSIDE THE HEALTHCARE SETTING**

- **Systems-based Advocacy** – offer a consistent point of contact during the criminal justice process / can help support patients in completing a crime victim’s compensation application.

- **Community-based Advocacy** - focus on the health and wellbeing of the patient, regardless if the victim reports to the criminal justice process / can help support patients in completing a crime victim’s compensation application /communication may be restricted due to confidentiality.

- **VAWA/VOCA** – decision-makers when allocating state funds / [STOP Admin contact list] / VOCA Funded Assistance and Compensation Programs – [Assistance by state].

REFERENCES:


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