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	Document Title:	COMPUTATION OF EXCESS CHARGES FOR CHARGE PATIENTS

PURPOSE:

1. To ensure that services not covered or disallowed by insurance companies are computed correctly.
2. To ensure that the patient's representative is well-informed of the excess charges.
3. To ensure that these excess charges are paid in cash or by credit card before discharge.

SCOPE:


Applies to all Billing Staff, Billing Supervisor, Chief Risk Manager of Dr. Pablo O. Torre Memorial Hospital (DPOTMH)

PERSON RESPONSIBLE:

Billing Supervisor, Billing Staff, Staff Nurses, Cashier


GENERAL GUIDELINES:

- 1 All charges not covered by the HMO/Insurance companies/Corporate accounts shall be paid in cash by the patient before discharge such as:
 - 1.1 Excess in room and board accommodation.
 - 1.2 Excess in Professional Fees if patient gets higher room accommodation.
 - 1.3 Incremental Cost for ancillary services if patient gets higher room accommodation.
 - 1.4 Transfer Fees if the patient gets higher room accommodation.
 - 1.5 Miscellaneous Fees
 - 1.6 Other fees indicated as exclusions in the LOA issued.
- 2 If the patient's HMO/Corporate Guaranty requires him/her to submit PhilHealth requirements upon discharge and he/she fails to do so, the patient shall pay the PhilHealth equivalent.

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PROCEDURE:

- 1 The Billing Staff informs the Liaison Officer of the HMO or Insurance Company that the patient has a discharge order.
- 2 The HMO or Insurance Company Liaison Officer computes the excess charges and fills up the Excess Charges Computation Sheet in three (3) copies.
- 3 In the absence of the HMO Liaison Officer, the Billing Staff computes the excess charges.
- 4 The Billing Staff attaches the Excess Computation Sheet to the patient's hospital bill.
- 5 The Billing Staff informs the Nurse-on-duty that the patient's hospital bill is ready.
- 6 The Nurse-on-duty informs the patient or his representative that the bill is ready.
- 7 The Patient or his representative signs the original and duplicate copies of the hospital bill to acknowledge the charges incurred.
- 8 The Billing Staff computes the patient's discount on the excess charges if the patient is entitled to the discount and makes a notation on the Excess Charges Computation Sheets.
- 9 The Billing Section Supervisor validates the computation of the patient's discount.
- 10 The Billing Staff gives the original copy of the excess computation to the patient or his/her representative.
- 11 The patient or his/her representative presents the Excess Charges Computation Sheet to the Cashier and pays the indicated amount.

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- 12 The Cashier receives the payment, encodes the transaction in the computer, issues an official receipt and gives the original copy of the O.R. to the patient or his/her representative.
- 13 The Patient or his representative presents the O.R. to the Billing Staff.
- 14 The Billing Staff issues four (4) copies of the Clearance Slip.
 - 14.1 One (1) copy is attached to the patient's hospital bill.
 - 14.2 Three (3) copies are given to the patient or his representative for submission to the Station Nurse.

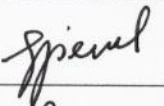

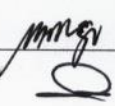
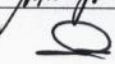


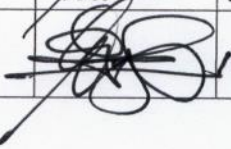



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APPROVAL:

	Name/Title	Signature	Date
Prepared by:	GLOREGENE J. SERUELO Billing Supervisor		8/23/22
Verified:	MA. VICTORIA J. VARGAS Chief Risk Manager		8/23/22
	MARIE MARGARET G. VALLADOLID, CPA, MBA Treasury Officer		08/30/2022
Reviewed:	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor		08/30/2022
Recommending Approval:	JULIE ANNE CHRISTINE J. KO, CPA, MBA, FPCHA Chief Finance Officer		9/19/22
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President, Chief Operating Officer		09/29/2022
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		10/25/22


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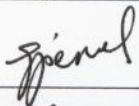
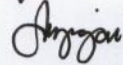
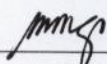

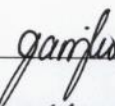

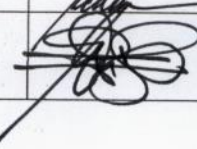
KEY TASKS	PERSON RESPONSIBLE
1. Informs the Liaison Officer of the HMO or Insurance Company that the patient has a discharge order.	Billing Staff
2. Computes the excess charges and fills up the Excess Charges Computation Sheet in three (3) copies.	HMO or Insurance Company Liaison Officer
3. Attaches the Excess Computation Sheet to the patient's Hospital Bill.	Billing Staff
4. Informs the Nurse-on-duty that the patient's Hospital Bill is ready.	
5. Informs the patient or his representative that the bill is ready.	Nurse-on-duty
6. Signs the original and duplicate copies of the Hospital Bill to acknowledge the charges incurred.	Patient's representative
7. Computes the patient's discount on the excess charges if the patient is entitled to the discount and makes a notation on the Excess Charges Computation Sheets.	Billing Staff
8. Validates the computation of the patient's discount.	Section Supervisor
9. Gives the original copy of the excess computation to the patient or his/her representative.	Billing Staff
10. Presents the Excess Charges Computation Sheet to the Cashier and pays the indicated amount.	Patient' representative
11. Receives the payment, encodes the transaction in the computer, issues an official receipt and gives	Cashier

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the original copy of the O.R. to the patient or his/her representative.	
12. Presents the O.R. to the Billing Staff.	Patient' representative
13. Issues four (4) copies of the Clearance Slip.	Billing Staff

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Prepared by:	GLOREGENE J. SERUELO Billing Supervisor		8/23/22
Verified:	MA. VICTORIA J. VARGAS Chief Risk Manager		8/23/22
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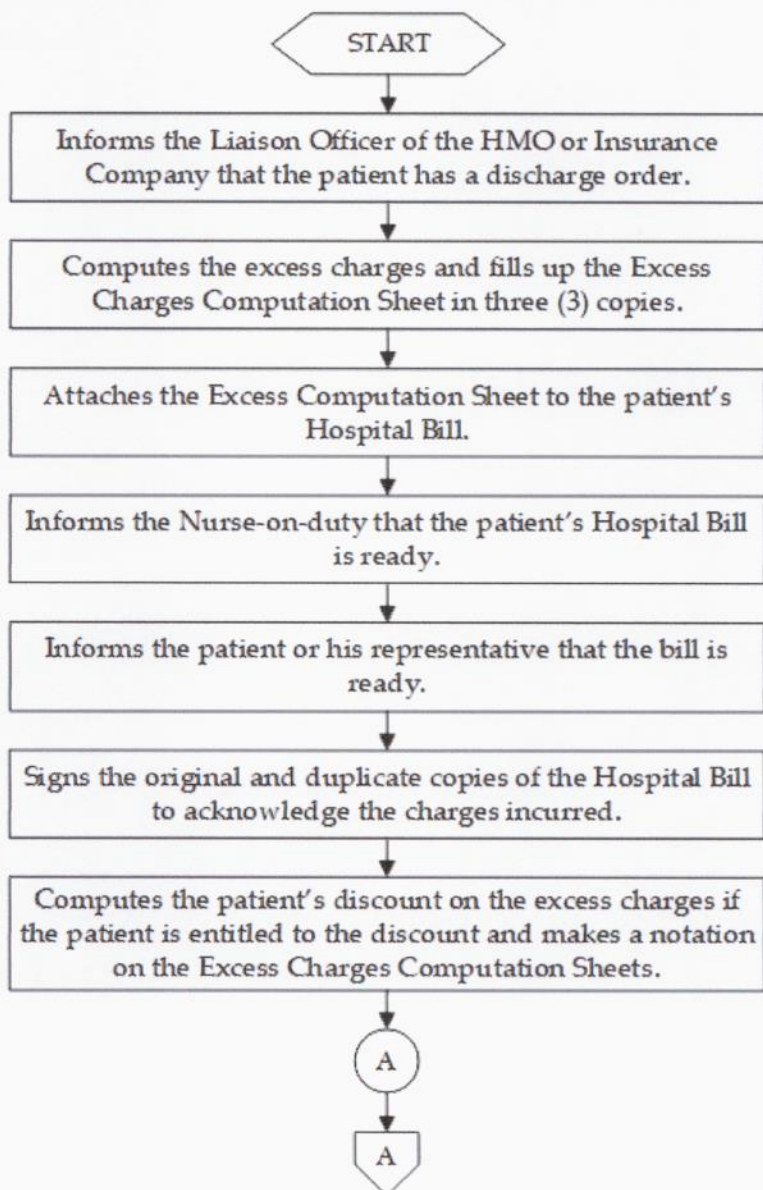


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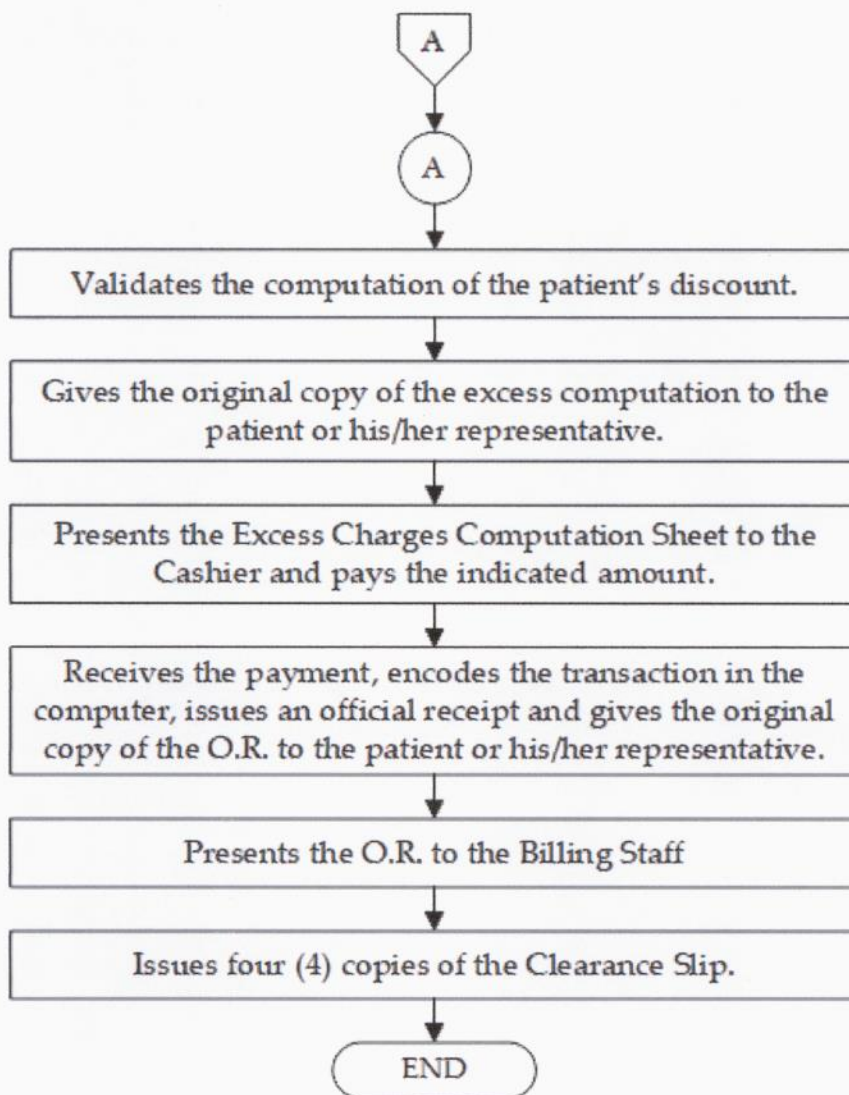
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FLOWCHART

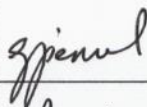

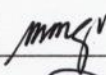

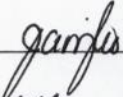
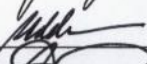
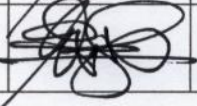


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