

QBU 1.0

PREPARED BY: Marilar F. De Guzman, MD QAM EFFECTIVITY DATE:
November 20, 2014
REVISION NO.: 8

APPROVED BY: Glennda E. Canlas, MD Medical Director

SUBJECT: BILLING PROCEDURE

1.0 OBJECTIVES

- 1.1. To ensure that all patients received for the day are properly recorded.
- 1.2. To ensure that all referral forms with "BILLED TO CREW" note are paid prior to PEME examinations.
- 1.3. To ensure that STATEMENT OF ACCOUNTS are delivered to respective clients in a timely manner.

2.0 SCOPE

This procedure applies to all patients undergoing pre-employment medical examination at Halcyon Marine Healthcare Systems.

3.0 DEFINITION

Billing - is the process of sending statement of accounts to manning agencies, Principals, P&I Clubs and other clients for medical services.

Memorandum of Agreement (MOA)— contract duly signed between Halcyon Marine Healthcare Systems and its clients

PEME packages – a billing reference which states the examination to be made for each package

Referral form – a document duly signed by the clients authorized signatories which serve as an endorsement of each patient. This document is used for billing purposes.

Promissory Note – a written promise to pay by the patient for medical services rendered

HMHS stands for Halcyon Marine Healthcare Systems



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4.0 RESPONSIBILITY AND AUTHORITY

Accounting Supervisor is responsible for ensuring compliance with all aspects of this procedure.

5.0 REFERENCES

- 5.1 Memorandum of Agreement per company
- 5.2 Billing Quality Manual
- 5.3 PEME Packages
- 5.4 Statement of Account
- 5.5 Official Receipts
- 5.6 Referral Forms
- 5.7 Promissory Notes
- 5.8 Notice of Payment
- 5.9 Schedule of Accounts Receivable
- 5.10 P&I Guidelines in Billing
- 5.11 CCL Guidelines in Billing

6.0 POLICIES

- 6.1 Billing is done on a daily basis, preparation and sending of SOA is done on a weekly basis unless the client has special instructions on billing this will be reflected in the MOA of the client.
- 6.2 All patients received for the day should be recorded in the Daily List of Patients
- 6.3 Referral forms with notation, "BILLED TO CREW" must pay the PEME package price before proceeding with the PEME examination. The same



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policy is implemented for patients with repeat and additional examinations.

- 6.4 Clients are billed according to the uploaded current PEME package at alpha server.
- 6.5 SOA should be signed by the Accounting Supervisor and must be encoded in the Quickbooks prior to sending to the Client.
- 6.6 Non-conforming SOAs should be retrieved within 24 hours from receiving client report and should be revised and transmitted within 24 to 48 hours.
- 6.7 All verbal billing instructions should be emailed to all concerned personnel. Revision of MOA/PEME package must be undertaken within the same day upon receipt of instructions.



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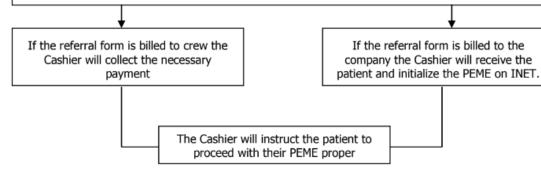
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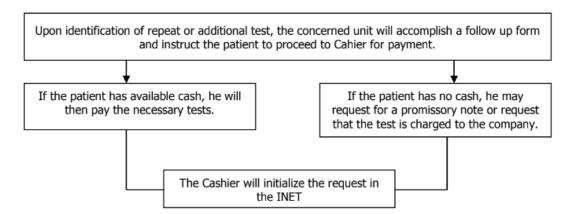
7.0 PAYMENT PROCEDURE

7.1 Daily Receiving of Patients

Upon receiving of the patient, the Cashier will check the information indicated in the referral forms such as billed to crew, billed to company, manning agency, principal, vessel name, CCL employee ID No. for CCL crew and other information needed in the preparation of billing. After verification of all the information the cashier will record the patient received in the Daily List of Patients.



7.2 Payment for Additional & Repeat Test



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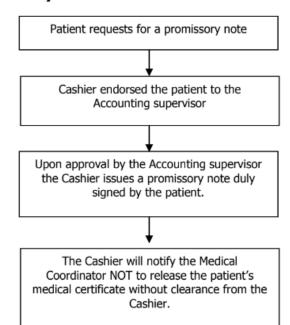
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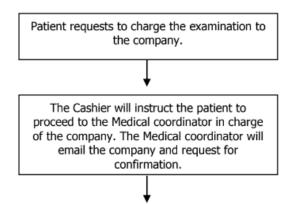
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7.3 Promissory Note



7.4 Charge to the Company





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Upon receipt of confirmation that the company will pay the examination. The Medical coordinator will forward the email to the Cashier.

The Cashier will forward the email to the billing personnel who include the charges in the SOA.



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8.0 BILLING PROCEDURE

The billing clerk will check the completeness of all referral forms submitted by Cashier and segregate the referrals per client. The billing clerk will check the tests done to all patients that will be billed to the company versus the PEME package. The billing clerk checks if the repeat tests and additional examinations done were paid, if charged to the company confirmed to be charged to the company and full payment in the event of a promissory note. The billing clerk elevates to the Accounting Head if additional tests were done but not paid, no confirmation emails were received but tests were done or any miss outs noted for proper action. The billing clerk verifies all examination and prepares the SOA for all received patients and submits to the personnel in charge for checking and encoding to the Quickbooks. The billing clerk submits to the Accounting Head all SOAs for review, approval and signing before sending to the corresponding clients. Without payment, update With payment SOA and send notice of non-payment

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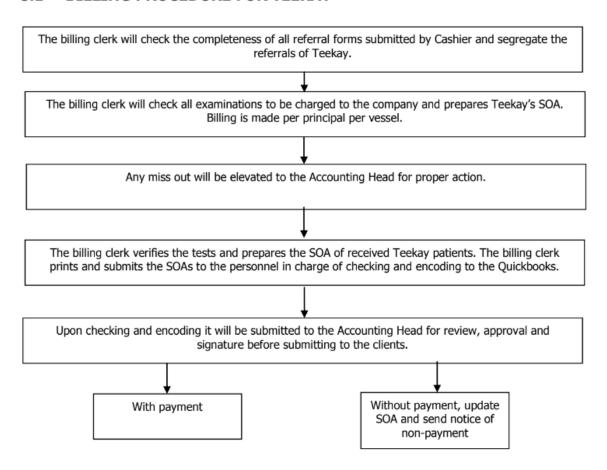
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8.1 BILLING PROCEDURE FOR TEEKAY



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8.2 BILLING PROCEDURE FOR CARNIVAL CRUISE LINES (CCL)

The billing clerk will check the completeness of all referral forms submitted by Cashier and segregate the referrals of CCL. The billing clerk will check all examinations to be charged to the company and prepares CCL's SOA using the CCL template. All additional and repeat tests will be charged to the patient/crew unless there is an email approving additional and repeat tests to be charged to CCL. After preparing the billing statements the cover letter is prepared. The billing clerk will be guided by the CCL guidelines in charging repeat tests and billing procedure. Any miss out will be elevated to the Accounting Head for proper action. The billing clerk verifies the tests and prepares the SOA of received CCL patients. The billing clerk prints and submits the SOAs to the personnel in charge of checking and encoding to the Quickbooks. Upon checking and encoding it will be submitted to the Accounting Head for review, approval and signature before emailing the billing to CCL. With payment Without payment, update SOA and send notice of non-payment to CCL.

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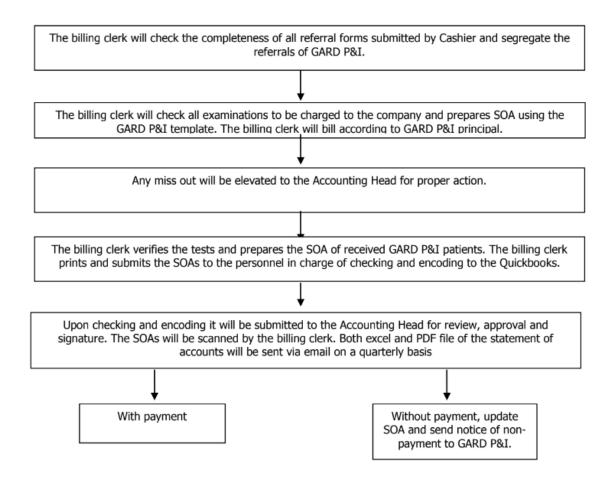
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8.3 BILLING PROCEDURE FOR GARD P&I CLUB



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8.4 BILLING PROCEDURE FOR UK P&I

The billing clerk will check all examinations to be charged to the company. The billing clerk checks if the patient is fit or unfit and notes date of fitness or unfitness.

Any miss out will be elevated to the Accounting Head for proper action.

The billing clerk verifies the fitness/unfitness and date of fitness/unfitness, the billing clerk will encode the Part B at the UK Pandi website. After encoding the billing clerk prepares the SOA and submits the SOAs to the personnel in charge of checking and encoding to the Quickbooks.

Upon checking and encoding it will be submitted to the Accounting Head for review, approval and signature. The billing clerk will then log on to feesable electronic fee program for P&I clubs and encode the SOAs.

Without payment, update SOA and send notice of non-payment to UK P&I.

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8.5 BILLING PROCEDURE FOR UK QUEST DIAGNOSTICS

Laboratory and testing personnel submits the specimen and documents to the billing clerk. Billing Clerk checks the documents for completeness. Billing clerk prepares and fills up commercial invoice and airway bill, photocopies the documents for accounting files and readies the documents for pick up by the courier. For urine specimen, the billing clerk coordinates with DHL customer service for booking. For hair specimen, the billing clerk fills up a DHL form online and sends it thru email. Once pick up is carried out the billing clerk updates the google data "ACCENTURE." Billing clerk prepares the SOA on a monthly basis and submits it to the personnel in charge of checking who encodes the data in Quickbooks. After checking and encoding, the SOA is returned to the billing clerk who sends the SOA to the client thru email.

Update and encode in Quickbooks if payment is received. Notice of nonpayment is sent to Quest if not paid within credit terms.

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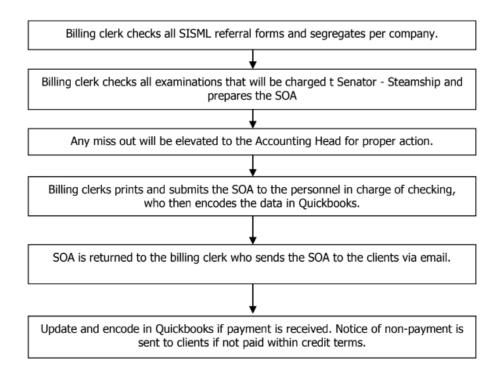
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8.6 BILLING PROCEDURE FOR STEAMSHIP



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8.7 COLLECTION PROCEDURE

Follow up on collection is done weekly. Once collection is confirmed the collection personnel requests for the collection details.

With collection details an official receipt is prepared

Without collection details a blank official receipt is endorsed to the personnel in charge of collection.

The official receipts are logged into the collection logbook and endorsed to the collecting personnel. The collecting personnel signs the endorsement logbook upon receiving the official receipts.

The collection personnel submits all collections to accounting the same day the collections were made. Any unused official receipts will be returned.

The accounting assistant in charge of collection will prepare a deposit slip for all the collections, deposits will be logged to the bank transaction logbook and endorsed to the personnel who will deposit to the bank. Upon receiving all the bank transactions for the day the personnel will sign the logbook.

The accounting assistant in charge of collection will update the accounts receivable ledger at Quickbooks by reflecting the collections made by each client. A notice and updated SOA will be sent to all clients for all uncollected accounts. Non-payment in spite of repeated follow up is elevated to the Accounting Head for proper action.

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8.8 PROCEDURE FOR OVERDUE ACCOUNTS

The accounts receivable personnel sends letter of notification to the Manning agency to reconcile unpaid accounts.

In case of non-payment the accounts receivable personnel will email a follow up letter and call the client to confirm receipt of notice.

If client persistently refuse to pay a final follow up letter will be sent indicating due date of settlement and notice of suspension in the delivery of PEME services.

If the account remains unpaid the account is suspended. All medical services to be delivered should be settled in cash.

Once the payment is made for all overdue accounts charging of medical services is reinstituted

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8.9 PROCEDURE FOR NON-CONFORMING SOA

The billing personnel receives the billing error complaint from the client and identifies the root cause.

The billing personnel retrieves the wrong SOA and prepares the revised SOA.

The revised SOA is sent by email and the hard copy is delivered within 2 to 3 days from receipt of the complaint.

9.0 FORMS

- 9.1. Referral forms
- 9.2. Statement of account
- 9.3. Promissory