

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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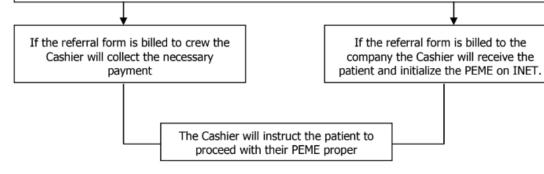
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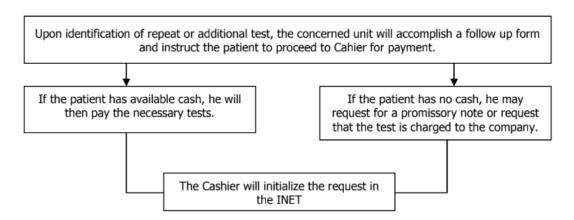
7.0 PAYMENT PROCEDURE

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





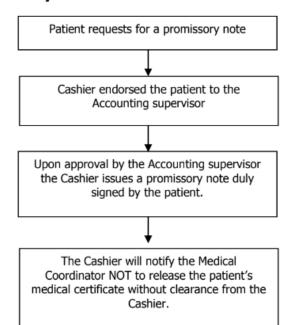
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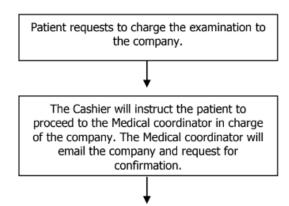
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7.3 Promissory Note



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.



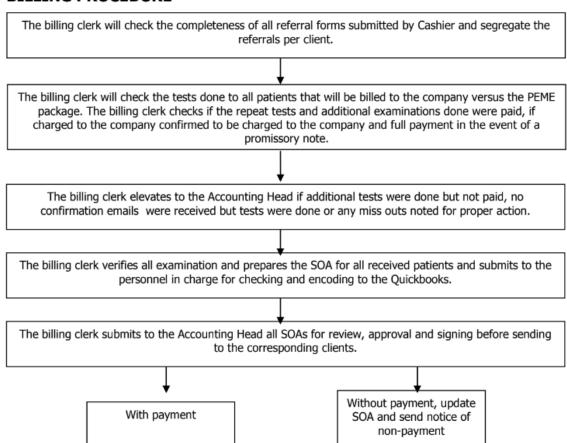
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8.0 BILLING PROCEDURE





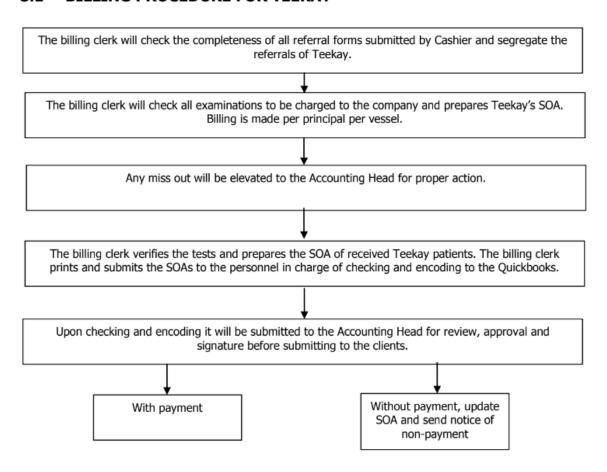
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8.1 BILLING PROCEDURE FOR TEEKAY





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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.



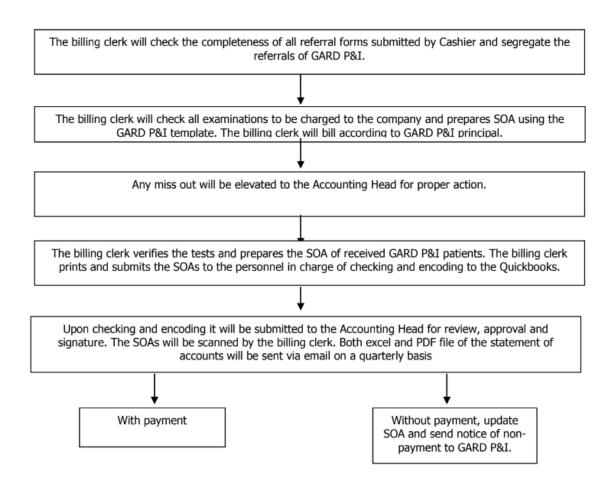
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8.3 BILLING PROCEDURE FOR GARD P&I CLUB





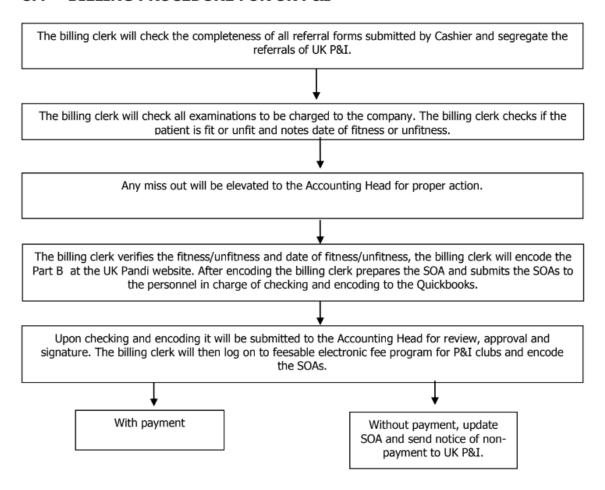
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8.4 BILLING PROCEDURE FOR UK P&I





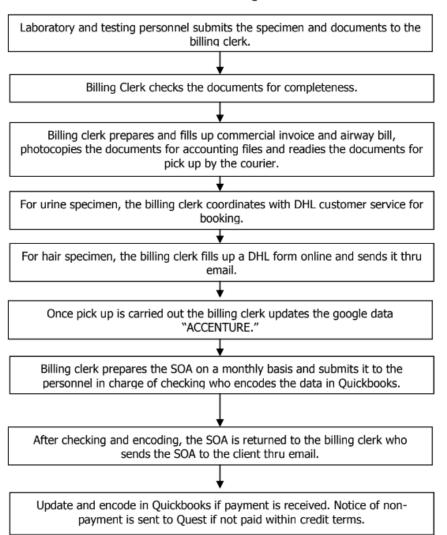
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8.5 BILLING PROCEDURE FOR UK QUEST DIAGNOSTICS





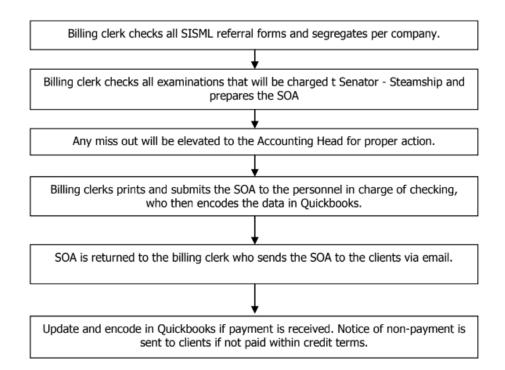
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8.6 BILLING PROCEDURE FOR STEAMSHIP





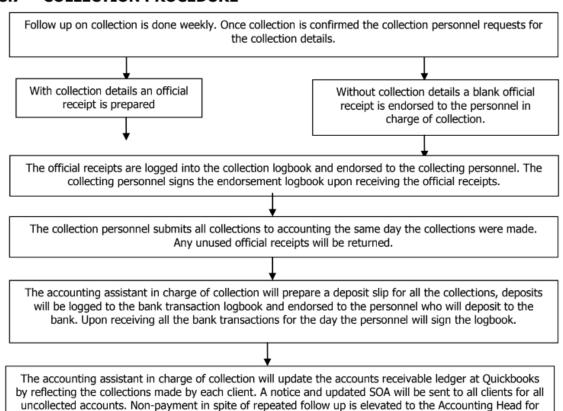
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8.7 COLLECTION PROCEDURE



proper action.



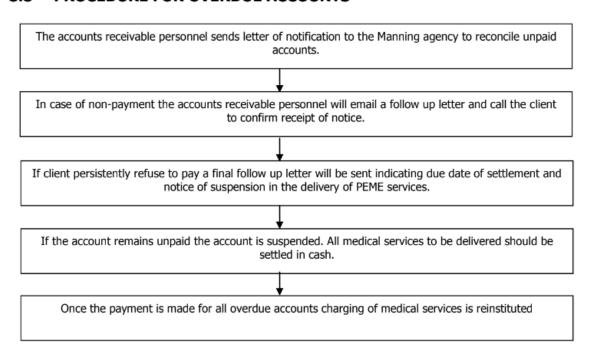
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8.8 PROCEDURE FOR OVERDUE ACCOUNTS





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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