Name of Policy:	**Bill Hold Report (FCR320A)**
Policy Number:	3364-142-03
Department:	Patient Financial Services
Approving Officer:	Interim Executive Director/Sr. VP for Finance and Administration
Responsible Agent:	Administrative Director, Revenue Cycle
Scope:	Patient Financial Services

THE UNIVERSITY OF TOLEDO 1872

Effective Date: February 1, 2011

Initial Effective Date: December 1, 2007

_____ New policy proposal	_____ Minor/technical revision of existing policy
_____ Major revision of existing policy	X Reaffirmation of existing policy

(A) Policy Statement

To ensure the STAR Bill Hold Report (FCR320A) is completed every working day.

(B) Purpose of Policy

The STAR Bill Hold Report (FCR320A) is generated daily from the STAR system. Every Billing Specialist with bills on hold receives the report. The bills that are on the FCR320A are on hold and will not be billed until the hold is released. In order to maintain cash flow, it is necessary the report be worked in its entirety daily. Acceptable hold reasons are for Risk Management investigations and upon Management approval.

(C) Procedure

1. Management will receive the report daily to review bills that are being held and the reasons for the hold.

2. Management will have reports distributed to Billing Specialists.

3. Billing Specialists will release claims on the same day as report was received.

Approved by:

Olivia Dacre — 2-15-11

Olivia Dacre — Date

Administrative Director, Revenue Cycle

Scott Scarborough — 3/1/11

Scott Scarborough, PhD — Date

Interim Executive Director/
Sr. Vice President for Finance & Administration

Review/Revision Completed By:
Director, Patient Financial Services

Review/Revision Date: 2/1/2011

Next Review Date: 2/1/2014

Policies Superseded by This Policy: