

Policy

Palmer's Home Care will provide quality services to all individuals served. Once the service has been provided, Palmer's Dedicated staff will then complete the necessary requirements to ensure an accurate and efficient process for billing for those services is followed.

Gathering information for Billing:**Residential Services**

For Residential services, the process for gathering the necessary information for billing is as follows:

All Billing is completed on a monthly basis, to be started on the 28th day of the month for the current month, or the 26th of February, even on a leap year.

Degreed Professional Manager's will gather census data from each individual in the residential homes, ISL and Shared Living/Host Home site for the current month.

House Managers will gather the mileage logs for the individuals in the home they manage and submit them.

Community RNs will submit in their billing unit.

Respite Services will be documented in the Therap documentation system. The billing information will be collected and sent in a report to the billing officer by the DPM assigned to that service under these same guidelines.

Medical Supply Company – Palmer's Home Care also provides Special Medical Equipment to individuals through the Medicaid waiver. The Medical Supply Company will send the billing for this equipment to the billing officer.

All this data will be submitted to the billing officer to input into the DMH billing system, CIMOR. Data will be input into the system by the 2nd of the month after service has been provided (Ex. Billing for the month of March will be completed by the 2nd of April).

Day Habilitation Services

For Day Hab services, the process for gathering the necessary information for billing is as follows:

Each Day Hab location will document time in services in Therap in documentation logs. This will then be gathered on the last day of services for the month and submitted to the Palmer's Billing Officer on the last day of the month that services are offered. (Ex. If the last day of the month is a Saturday or Sunday, then the billing information will be submitted to the billing officer on the Friday before the last day of the month.)

ISD and CN,

For Day Habilitation transportation, it will be gathered and delivered in the same time frame as listed above. See policy PHC-222

SB40, Children's Division, and any other entities receiving services from Palmer's:

These services will be billed as to their billing requirements but will follow the timelines set forth in this policy.

Billing Officer and DMH Billing System Access

The Billing Officer for Palmer's Home Care is the Chief Executive Officer (CEO). The Chief Executive Officer has also designated the Chief Operating Officer (COO) as a billing officer, and they have been given access to the

CIMOR billing system. The owners of Palmer's Home Care also have access to the billing system. No other person or entity has access to billing except under the supervision of the CEO or COO.

The Billing Officer will enter all billing gathered by the 2nd of the month after services have been provided. When the billing cannot be entered, the officer will make note of service and work with case manager entity, the Billing Department with DMH (currently the West Billing Team), and members involved within Palmer's Home Care to ensure that the billing is submitted in a timely and accurate manner.

Billing will not be submitted more than 365 days from the date of service.

All documentation of billing will be maintained for a minimum of 7 years.