Reviewing the Billing/Financial Process

During the Preparation Phase, the funding for the new program was identified and necessary materials and procedures developed (refer to *Determining the Funding Stream* [Appendix F5]). However, it is not until bills are submitted that it will be clear whether the system is functioning properly.

Within the first few weeks after the start of a new program, the billing/financing process should be reviewed to ensure that the process is going smoothly and that revenue will flow in a timely fashion:

- Is documentation and billing completed according to the established time frames?
- Is documentation and billing completed correctly (e.g., all required items and signatures filled in, etc.)?

If the answer to both of these questions is No, then work with staff to determine why (e.g., provide additional training, revise procedures as needed, etc.)

As billing statements are submitted to the funder, continue tracking the process to ensure prompt reimbursement. If claims are being denied, work with the funder to determine the cause (e.g., insufficient documentation, inappropriate codes, etc.):

- Provide a feedback loop with any necessary corrections to the staff developing the billing material
- Ensure that everyone is kept up to date on the current documentation and billing requirements
  - Regular emailed or printed updates, version dates on all materials, etc.