

**UNIVERSITY OF KANSAS
WATKINS HEALTH SERVICES
ADMINISTRATION**

NUMBER: AD-009	ISSUE DATE: 1/1/2007
TITLE: Special Billing & Payment Considerations	REVISED: 3/4/2016; 6/22/2018; 1/8/2020
TITLE OF OWNER: Director	APPROVED: Director

PURPOSE: To explain the scenarios in which Watkins Health Services (WHS) has charges for a special service which may have specific requirement for payment.

POLICY: There is a select group of clinical and educational services for which WHS requires special payment or billing arrangements to be made. All other services are billed in accordance with established fee schedules and existing processes described in Administrative and Business Office (B.O.) policy documents.

PROCEDURES:

1. Student Patient Billing

- 1.1 After a balance has been transferred to “patient responsibility”, the patient will receive monthly statements.
- 1.2 When no payment has been received after three monthly statements, the balance will be reassigned to Student Account Services (SAS) for collection. A NPY ‘hold’ will be placed on the student’s account until it is paid.
- 1.3 If the student incurs additional health center charges while the NPY hold is in place, those charges will initially be billed to the student’s insurance. If any part of those charges are transferred to “patient responsibility”, they will be added to the existing SAS account balance for collection.
- 1.4 If a patient is having difficulty making payments on their account, a formal Payment Agreement can be arranged with the B.O., but **only** if the balance has not been sent to SAS.
 - 1.4.1 The form, BO-203-1 must be used and the B.O. Manager or Assistant Manager must approve the agreement. In the event both are absent, the form must be signed by a member of Administration before it is accepted. Only after it is signed will a copy be provided to the patient.
 - 1.4.2 Monthly payment arrangements cannot be less than 10% of the current balance or \$20.00 whichever is greater. In all cases the payment agreement shall not extend beyond 10 months.
 - 1.4.3 There cannot be more than one payment agreement active with a patient at any one time. If a patient did not honor a previous payment agreement, then a new one will not be considered without Administrative approval.

- 2. Healthy Choices in Daily Life (HCDL) Courses - PAY AT THE TIME OF FIRST CLASS** Provides alcohol, drug, and stress education courses to students referred due to alcohol or drug violations that occurred on-campus. Students with off-

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campus violations may also be referred to the program. Applicable student names are forwarded to the Healthy Choices in Daily Life Coordinator in the Health Education Resource Office (HERO) from the Student Conduct and Community Standards Office and/or the Department of Student Housing Hearing Officers.

- 2.1 The Coordinator informs the student that they have been assigned to an alcohol, drug, or stress management education course. Students are instructed to bring payment when attending the session and how to make the appropriate payment in accordance with the current WHS Fee Schedule. Payment will be made in the B.O. at the conclusion of the session. If the student cannot pay at that time, the B.O. will add the charge to their student account. The student will be informed that payment must be received in full to avoid an enrollment hold (SL1) from the Registrar's Office and/or financial hold (NPY) from SAS.
- 2.2 Each day, the B.O. will retain payment sheets or print receipts of those who have made payments on alcohol and drug education courses. The payment sheets received from the students are made available to the Coordinator.
- 2.3 Any student who contests their payment status will need to show proof of payment with a WHS receipt.

3. Faculty and Staff Immediate Care Clinic (ICC)

- 3.1 All co-pays are to be collected at the time of service and are not to be billed to the patient.
- 3.2 Charges related to services rendered will be billed to the patient's insurance with the exception of Medicare, Medicaid or a non-contracted HMO plan. If the patient has a share of cost after his/her insurance plan submits an EOB/or payment denial, the balance owed less any contractual write-offs, will become the patient's responsibility. If the patient fails to pay this balance, the following university protocol is followed:
 - 3.2.1 After the patient has been billed by WHS for three (3) consecutive months and there has not been any payment, it will be sent to the "Regents Setoff" (a process that protects faculty/staff from being sent to a collection agency, but allows internal collection through the State and garnishment) for SAS to process. SAS confirms active KU employment and the employee is sent a bill for four (4) consecutive months requesting payment.
 - 3.2.2 If no payment is made, SAS will start the garnishment process through Payroll and the State on behalf of WHS.
- 3.3 Prescription charges, as well as charges for Over-the-Counter items, will be collected at the time of service. These may not be billed to a Faculty/Staff member's Account.
- 3.4 Any lab tests or other services which the Faculty/Staff member chooses to not have submitted to insurance (i.e. self-pay) are to be paid for at the time of service. The Lab will refer the patient to the B.O. for payment prior to collection of any specimen.
- 3.5 This section also pertains to J-1 Scholars, Optional Practical Training staff as well as any other on campus group that would qualify for treatment at the ICC.

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NOTE:

- (1) Payment Agreements are not available to ICC patients.
- (2) If the ICC patient declares bankruptcy while owing a balance and WHS is named in the bankruptcy, WHS is not obligated to continue providing services.

4. Smoking Cessation Classes for KU Faculty & Staff – PAY IN ADVANCE OF SERVICE

KU faculty and staff are eligible to take these classes offered through WHS. WHS will provide a series of six classes at a single, flat rate which will be the individual's responsibility to pay in advance.

5. CPR and First Aid Classes – PAY AT THE TIME OF SERVICE

Students, faculty and staff are eligible to take CPR (Cardio-Pulmonary Resuscitation) classes offered by WHS. WHS Instructors are trained and certified by the American Heart Association

5.1 WHS Instructor will schedule classes upon request.

5.2 WHS Instructor will complete a CPR Course Payment Form (HE-116-1) prior to the class. WHS Instructor will collect the payment from each participant.

5.4 After the class, WHS Instructor will present the form and payment to the B.O. for billing or posting of payments.

Exception: In the event that a KU department is paying for someone's participation in a class, no payment is required at the time of the class. WHS will process an invoice and resulting payment from that department by way of the "Service Order Voucher" (SOV) process in accordance with State and KU policies.

6. Travel Clinic Services and TB testing (IGRA or PPD) for Community Members (non-Faculty/Staff) – PAY IMMEDIATELY BEFORE SERVICE

Services may be provided to members of the local community and surrounding counties who are not KU students or faculty/staff. These individuals may arrive at WHS with a prescription specifying the immunizations/medications required, or they may need to schedule an appointment to see a WHS provider to determine what immunization(s)/medication(s) are required for their travel destination(s). Walk-in appointments are usually not allowed for a Travel Clinic assessment.

6.1 These individuals are informed by Registration Staff that there is a fee for immunizations/prescriptions and the office visit (when seen by a Provider), and that they will be expected to pay for services before the services are rendered. When patients have a question about the fee amount, they are referred to the B.O. for discussion of associated fees. This provides the patient the opportunity to decline the service.

6.2 If the patient decides to receive the services, they will pay for the services at the B.O. and then receive the services.

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6.3 If the immunization schedule requires a series of inoculations, the patient is expected to pay for the services provided at each visit, i.e. they may not pay in advance for the full series.

6.4 WHS will not bill insurance for these services, but if the person wants to file a claim with their insurance, the B.O. will provide an itemized statement.

7. New Student Orientation (NSO) – PAY IMMEDIATELY AFTER SERVICE

7.1 Future students who are on-campus for NSO may come to WHS for any required immunizations and must pay at time of service. They will be charged the Health Fee rate.

7.2 If the student/parent intends to file the charges with their insurance, they may get an itemized statement from the B.O. at the time they make payment for the services rendered.

8. Flu Clinics – (Note: Payment May Vary)

8.1 Students are not expected to pay at the time of service. Students with accepted insurance coverage will have their insurance billed for this service. Unpaid balances, or if a student is without insurance, the charges will be placed on their WHS account and billed to the student.

8.2 Faculty and Staff with acceptable insurance coverage will not be required to pay at time of service.

8.3 Faculty and Staff without insurance or who have coverage through a government program like Medicare, Medicaid, or an HMO plan **must pay at time of service.**

9. Private Billing

9.1 Students have the right to request that no service charges be billed to their insurance or to request the billing statement be sent directly to them. It is the student's responsibility to inform the B.O. of the correct billing address for this statement. The Student must make the request in person and complete form AD-009-1.

9.2 The student wanting private billing should pay all related charges immediately after the service is provided or during the next business day if the B.O. is closed. See Business Office policy BO-304.

9.3 If a student or Faculty/Staff member has a health insurance carrier for which WHS is not able to submit claims (e.g. Medicaid, Medicare, etc.), the patient may still have the services provided if they agree to be responsible for the charges by completing form AD-009-1 in the B.O.

10. Victims of Sexual Assault – Sexual Assault Nurse Examiner

10.1 If the victim is a KU student but has not paid the full Campus Health Fee, the Health Fee Remainder will be charged to the patient's account.

10.2 If the patient is not eligible to pay the Campus Health Fee but is eligible to receive services at WHS, the standard non-Health Fee rate will be used for any charges applied.

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- 10.3 If a Sexual Assault Kit is used, there is no charge, regardless of the Health Fee status of the patient. There will be no charge for ancillary tests or procedures, and medications related to treatment prevention (i.e., Plan b, Azithromycin, Ceftriaxone, or Metronidazole). WHS will bill the District Attorney's Office for the collection/use of the Sexual Assault Kit.
- 10.4 Therapeutic intervention for symptoms following the SANE examination are not covered by the District Attorney's Office and therefore are patient billable.
- 10.5 If the victim declines use of the Sexual Assault Kit or does not qualify, there **will** be charges for ancillary tests, procedures and medications.

11. Care for a Non-Student Spouse or Domestic Partner

Special guarantor arrangements are available for the spouse/domestic partner of a student (who is eligible for services). The student will be responsible for payment of the charges related to services provided by WHS. Refer to policy AD-401 Medical Care for Spouse/Domestic Partner.

12. Care of Participants in "Short Stay" Programs – PAY IMMEDIATELY AFTER SERVICE

These are both International and domestic programs that are usually less than three months in duration and the participating students are insured by the KBOR Student Health Insurance Plan, typically paid by their program. These students are charged the non-HF rate and services will be billed to their KBOR Student Health Insurance.

13. Psychiatric Nurse Practitioner

There is a fifteen (\$15.00) dollar Co-pay for each office visit for appointments with the WHS Psychiatric Nurse Practitioner.

14. International Student Orientation (ISO)

- 14.1 There is a clinic charge of fifty (\$50.00) dollars for each student participating in this health, tuberculosis (TB) and immunization screening.
- 14.2 Students are billed for the lab cost of the TB IGRA, for vaccine and administration cost for any immunizations they receive, and the cost of any laboratory tests performed.
- 14.3 International or domestic students who are enrolled and have paid their Required Campus Fees incur no additional charges for latent TB evaluation.
 - 14.3.1 Students who are determined to have latent or active TB are not charged for the evaluation and treatment of latent TB, other than the cost for the chest x-ray.
- 14.4 Students who are not enrolled or have not paid the Required Campus Fees are not charged for their treatment. However, if medical consultation, lab testing, or repeat chest x-rays are required:
 - 14.4.1 They have the option of paying the Campus Health Fee and receive the same benefits as an enrolled student if they are not enrolled in the Summer, but are enrolled in the fall.

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14.4.2 If they are in their Grace Period (up to 90 days from the date of their last day of eligibility) they are entitled to receive care but must pay the non-health fee rate for all services except the treatment.

14.4.3 Future students (enrolled, but not an official student until the fall, spring or summer semester respectively) are not eligible for care except as stated in Section 7.

15. Regarding Refunds

Any refunds owed to the patient will be processed per policy BO-214.

GLOSSARY OF TERMS:

Campus Health Fee = A fee charged at the beginning of each semester to most students which provides part of the operating revenue for Watkins Health Services. In general, the fee entitles the student to a discounted rate for services and no charge for provider visits.

REFERENCES:

- AD-014 Patient Population - Eligibility
- AD-015 Campus Health Fee and Health Fee Remainder
- AD-401 Medical Care for Spouse / Domestic Partner
- BO-203 Routine Account Billing, Payment and Collection
- BO-214 Refund Process
- BO-304 Restrictions on Use/Disclosure of PHI for Billing
- HE-113 Health Choices in Daily Life Program