

Mission and Goals

The Office of Physician Billing Compliance serves as a proactive partner within the Organization to monitor processes, controls, compliance mechanisms and technologies to:

- Keep abreast of the rapidly changing rules for billing;
- Provide education to physicians and others on new and existing rules;
- Monitor compliance of physicians and others (including oversight of department reviews);
- Receive and respond to questions related to billing issues and to reports of potential non-compliance;
- Provide advice on disciplinary issues relating to compliance;
- Perform analytical review on the appropriate billing data; and
- Engage external billing auditors as appropriate.

Statement of Values

- Integrity, proficiency and due care in performing assigned work;
- A service attitude that is responsive to the needs of College of Medicine programs;
- Quality products and services that are timely and relevant;
- Each team member's role in the Compliance process; and
- Confidentiality for individuals reporting possible compliance issues in good faith. Retaliation or harassment as a result of the report will not be tolerated.

Statement of Goals

The Office of Physician Billing Compliance serves the College of Medicine by upholding the highest professional standards; recruiting, training and developing future managers for the institution; providing high quality, cost effective audit and management services; and communicating value-added outcomes to senior management.

To achieve these goals, the Office of Physician Billing Compliance shall:

- Complete internal billing reviews in accordance with the College of Medicine Billing Compliance Plan;
- Continue benchmarking program to determine progress in compliance areas;
- Continue to update internet website to provide for easier access to compliance and coding related information;
- Continue baseline reviews of providers new to the organization;
- Develop and arrange for more in-depth training opportunities for billing staff and providers to ensure a more detailed understanding of rules and regulations pertinent to billing compliance;
- Work with Compliance Committee members to enhance coding tools and templates to ease compliance with Federal and State regulations governing billing for professional services;
- Expand focus of reviews in order to concentrate on areas targeted in the Office of the Inspector General's Work Plan and to ensure new lines of business are compliant with Federal and State regulations governing billing for professional services;
- Ensure sanction and exclusion checks are performed on patient care providers, vendors, and practice plan employees on a routine, scheduled basis.
- Coordinate with ITS to stay abreast of billing system developments that impact compliance reviews;
- Continue communication with Business Groups in order to share prospective information concerning changes in regulations impacting billing and in order for compliance to stay informed on changes within the medical departments;
- Enhance knowledge of staff by allowing attendance at compliance and coding related seminars and membership in related professional organizations;
- Cross-train staff to ensure adequate coverage of all departments; and
- Stay within proposed departmental budget in order to assist organization with meeting its objectives.