

PROPOSED REVISION TO: REG 11.45.01 Billing Procedure

Rationale: The Division of Academic and Student Affairs seeks revision to REG 11.45.01 Billing Procedure in order to reflect 1) additional insurers with whom Student Health Services is in network and 2) updated efficiencies in billing processes.

Consultation Process (provide date of review):

6-18-19 Director of Student Health Services authorizes transmittal of PRR for review

7/24/19 General Counsel review

7/26/19 Vice Chancellor and Dean for Academic and Student Affairs review and approval

9/10/19 Chancellor's Cabinet Meeting review/notification *(PRR Administrator will complete)*

10/21/19 University Council (notification), if applicable *(PRR Administrator will complete)*



Authority	Vice Chancellor for Academic and Student Affairs (DASA)
Title	Billing Procedure
Classification	REG11.45.01
PRR Subject	Student Health Services (SHS)
Contact Info	Director of Student Health Services (SHS) (919-513-3285)(919-513-3290)

History: First Issued: October 1, 2002. Last Revised: ~~February 13, 2006~~XX.

1. Introduction

~~Charges are made for some services.~~ Most visits at Student Health Services, (SHS), are covered by the student health fee, which provides for access to care. There are charges for some services that may be incurred as a part of the visit e.g., prescriptions, lab tests, x-rays, procedures, massages, physical therapy and women's health exams. ~~Patient will be~~ Patients are informed of charges for services and have options for making payment, in compliance with our Statement of Patient Rights & Responsibilities. This regulation sets forth the procedure for billing charges and for the payment of such charges when they are due.

2. Procedure:

2.1 The schedule of charges is established and ~~a partial list posted in the lobby~~ reviewed annually by the Student Health Executive Committee and approved by Director of Student Health and by the Senior Associate Vice Chancellor of the Division of Academic and Student Affairs. ~~When the Charges for supplies, immunizations and prescriptions change during the year due to market prices.~~ When a patient presents for treatment, they read and sign electronically acknowledge the payment and billing statement that is printed on the encounter format check-in. Providers and staff ~~will~~ inform patients whenever when a procedure, service, supply or drug has an added charge.

2.2 NC State is in-network with, and will file claims for, the University sponsored Student Health Insurance Plan and most Aetna, Blue Cross Blue Shield, Cigna, and United Healthcare plans. Student Health will file a courtesy claim for most other insurances as an out-of-network provider. The Pharmacy accepts most prescription insurance plans.

~~2.2-2.3~~ Payment is due at the time of service if possible, (cash, check, AllCampus Card, MasterCard, Discover or Visa). Payment by check, MasterCard, Discover or Visa requires proper identification (NCSU-NC State identification card or current driver's license). Credit cards must be signed by the cardholder or authorized user. If charges that are the patient's responsibility, are not paid at the time of service, they are electronically transferred to the University Cashier's Office and the patient is responsible for settling their account therewith that office. ~~2.3 Payment made by check that is returned by Wachovia Bank will incur a \$25.00 return check fee.~~ Registration, transcripts, and records may be held until payment is made in to the University Cashier's Office.

~~the patient's responsibility except for the NCSU student medical insurance plan purchased through the university, which Student Health files electronically for covered students. The Pharmacy accepts numerous drug cards for payment. 2.5 Procedures performed by medical staff are indicated on the encounter form and entered by the lab or business office personnel. Pharmacy staff members enter charges for prescriptions. The established charge for each procedure, service, supply or drug is stored in the system and the patient is billed accordingly. Charges are reviewed annually by the Director of Student Health and may be changed. Changes must be approved by the Associate Vice Chancellor for Academic and Student Affairs (DASA).~~

~~2.4. Filing of insurance is~~ 2.4 Payment made by check that is returned will incur a \$25.00 return check fee.

~~2.6~~ 2.5 Disputes about billing should be brought to the attention of the Director or Associate the Assistant Director of Student Health Services Business and Finance of SHS.