

Desktop Reference

Processing Charge Description Master Changes – STAR (Tenet San Antonio Market)

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Desktop Reference Approvals

Approving Manager: Carla Dunn

Approval Date: 9/15/2016

- I. Procedure: Conifer Revenue Integrity Process for Charge Description Master (CDM) Changes STAR Patient Accounting System for Tenet San Antonio Market
 - A. Facility/Department Identifies the Need for a Change to the CDM
 1. ADD – new chargecode added to STAR
 2. CHANGE – impacts any value on existing chargecode in Facility CDM
 - a. Revenue code change
 - b. Inactivate/delete chargecode
 - c. Rate change
 - d. Description change
 - e. CPT/HCPCS change
 - f. Cost Center change
 - g. Modifier change
 - B. Facility/Department Completes Appropriate CDM Maintenance Request(s) Form
 1. Department Manager/Director submits electronic request to analyst via email
 2. CDM analysts reviews request for completion and accuracy
 3. Submit request to the Chief Accounting Officer for approval
 - a. The Chief Accounting Officer must evaluate all CDM changes
 - b. Requests for changes may be temporarily delegated to defined personnel in the absence of the Chief Accounting Officer: Chief Executive Officer, Chief Operations Officer, Chief Information Technology Officer, Chief Nursing Officer, Assistant CFO, Controller, Market CFO
 - C. Evaluating a Request – Conifer Revenue Integrity
 1. Review the request in its entirety

2. Review requested CPT/HCPCS code
 3. Determine the most appropriate revenue code
 4. Determine if the CPT/HCPCS code may be used with the requested revenue code
 5. Validate the requested charge
 6. Determine if the correct mark-up has been applied
 7. Review supporting documentation for the request, if provided
 8. Review other relevant information
 9. Do not implement CDM modifications if government billing guidelines are not met
- D. Finalizing a Request – Conifer Revenue Integrity
1. Facilitate implementation of modifications to the STAR patient accounting system
 2. Perform a daily reconciliation/review to validate accuracy of CDM changes
 3. Communicate, if necessary, with Facility personnel to answer questions and provide support related to the requested charge.
- E. Clinical System Update and Notification – Automated
1. Send approved completed charge email to IT department to have charge built in the ordering systems (HOM/HEO/Cerner)
 2. Communicate with requestor via email, that the request is completed and validated. – Attach completed request with approval email and CC the Facility CFOs

II. References

Tenet policy COMP-RCC 4.04 Establishing Facility Charges