

FINANCIAL MANAGEMENT 2.0

Accounts Receivable -- 2.7

Collecting 3rd Party Co-payments -2.7.c

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POLICY

For patients with 3rd party coverage (including TennCare) who are responsible for a co-payment, the co-pay amount, if applicable to the services provided, will be billed to the patient with no slide applied and collected at the time of the visit. No co-pay is applied to TennCare preventive services.

APPLICABILITY

This policy applies to Local Health Department and Regional Office personnel.

PURPOSE

To maximize resources.

PROCEDURE

Flat Co-pay

1. For every insurer with a flat co-pay requirement, a PLAN file record must be entered on PTBMIS showing the amount of the co-pay.

2. When a patient being registered has 3rd party coverage requiring a flat co-pay, the PLAN name or code must be entered on the FID screen for that payor.
3. When the visit is completed, before the patient leaves, all services provided will be entered on an encounter with the patient's insurance as payor; the encounter must be finalized.
4. At checkout, the PAY 6 command is entered. This will show if any co-pay amount is due from the patient.
5. Patient will be asked to pay any co-pay amount due at that time.

Percent Co-pay

1. When a patient being registered has 3rd party coverage requiring a co-pay of a percentage of the charges, the percentage amount must be entered on the FID screen for that payor.
2. When the visit is completed, before the patient leaves, all services provided will be entered on an encounter with the patient's insurance as payor; the encounter must be finalized.
3. At checkout, the PAY 6 command is entered. This will show if any co-pay amount is due from the patient.
4. Patient will be asked to pay any co-pay amount due at that time.

REFERENCE DOCUMENTS

1. [Rules of the Department of Health, Chapter 1200-17-2.](#)
2. [Rules of the Department of Finance and Administration, Division of Accounts, Chapter 0620-1-9](#)
3. [Medicare Provider Reimbursement Manual, Part I, Section 310](#)

OFFICE OF PRIMARY RESPONSIBILITY

Fiscal Services Section, Bureau of Health Services, (615)741-7305