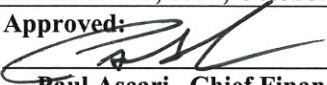
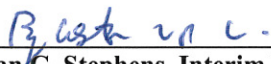




COBB COUNTY COMMUNITY SERVICES BOARD
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Policy # 2500	Accounts Adjustment
Origination Date: May 1997	
Revision Date: March 2004; March 11, 2008; April 2, 2009;	
Reviewed Date: March 2005; March 15, 2006; March 9, 2007; July 30, 2010; Sept. 20, 2012, Oct. 5, 2013; November 21, 2014, October 17, 2016	
Approved:	
 Paul Ascari, Chief Financial Officer	 Bryan G. Stephens, Interim Executive Director

POLICY:

It is the policy of the Cobb County Community Services Board and the Douglas County Community Services Board to ensure that adjustments made to client accounts are correct and properly approved, and resulting account balances are correct.

PROCEDURE:

1. The Billing Department inputs into the system Accounts Adjustment based on over payments, rejections, write-offs and denials of claims.
2. In the billing note that is entered into the system, the original service date and adjustment amount must be documented.
3. The appropriate adjustment codes are based on individual payer plans and the standard Medicare CMS adjustment codes.
4. Contractual Adjustments will be programmed into the fee schedule to happen automatically. It is set up based on service code, service time and payer.
5. If the write-off adjustment is used you must meet accounting guidelines for maximum amounts to be approved at the billing office level. Other adjustments that go above that amount, the Billing Manager will request approval from the Chief Financial Officer.
6. If the adjustment results in a credit balance, the appropriate policy is followed concerning refund request. The appropriate back-up information such as EOB's, written request from staff, and client account summary on that day.
7. The Billing Representative signs and dates the adjustment request form and gives to Billing Manager.
8. Adjustment forms are reviewed and approved by management staff as follows:
 - o Billing Manager reviews all proposed adjustments.
 - o Chief Financial Officer reviews proposed adjustments of \$2,500 up to \$4,999.99.
 - o Executive Director reviews proposed adjustments of \$5,000 or higher.

9. Once the adjustment has been approved, the Billing Clerk makes the adjustment to the account and documents who the adjustment came from.