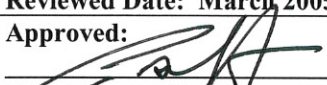





**COBB COUNTY COMMUNITY SERVICES BOARD  
DOUGLAS COUNTY COMMUNITY SERVICES BOARD**

Page 1 of 1

<b>Policy # 2520</b>	<b>Verification of Benefits</b>
<b>Origination Date: May 1997</b>	
<b>Revision Date: March 2004; March 11, 2008; April 2, 2009; April 14, 2010, Sept 13, 2012</b>	
<b>Reviewed Date: March 2005; March 15, 2006; March 9, 2007, Oct. 5, 2013; Nov 20, 2014; October 17, 2016</b>	
<b>Approved:</b>	
 _____ <b>Paul Ascari, Chief Financial Officer</b>	 _____ <b>Bryan G. Stephens, Interim Executive Director</b>

**POLICY:**

It is the policy of the Cobb County Community Services Board and the Douglas County Community Services Board to determine whether there is reimbursement coverage before services and supplies are provided to the clients. Clients will be notified of their benefit coverage amount and the corresponding out-of-pocket costs for receiving services with the Cobb County Community Services Board and the Douglas County Community Services Board.

**PROCEDURE:**

The Billing Department will verify benefits and/or be responsible for verifying benefits for all third party payers, including Medicare. The verification of benefits and authorizations will be obtained for all private insurance holders. Medicaid will be researched on rejected claims and service sites will be notified of the verification status. The client will be informed of the benefit information obtained from the various sources. The changes and corrections will be denoted in the Electronic Medical Record. The billing note will specify deductibles, co-pays and lifetime maximums. All of this information will be placed in the insurance file and in a Billing Memo to chart for the client. All intake and first time appointments requiring verification will be reviewed during the appointment time if possible. In addition, Call Center appointments will also be screened and verified for insurance.