

Billing and Accounting Guidance for COVID-19 Serology Testing for Colleagues

Updated 6/5/2020



Overview

Revenue Excellence has developed guidance, in coordination with the Clinical, Laboratory Services, and Total Rewards teams, to provide colleagues with COVID-19 Serology Testing, at no cost to the colleague.

Process

When a colleague presents for Serology/Antibody Testing (CPT Code 86769), registration, billing, and accounting colleagues will need to follow the steps below to manage these accounts.

1. Colleague Registration

- A new Client or Guarantor will be created to identify these visits
- Each RHM will register the colleague visit as they normally handle client billing accounts (examples: colleague flu vaccines, colleague pre-employment physicals, etc.)

2. CPT Charging/Pricing

- CPTs should be priced consistently for all patients
- Pricing will likely differ by RHM

3. Medical Record

- The serology test results should be posted and visible in the colleague's medical record and patient portal

4. Accounts Receivable Management

- The use of client billing functionality will suppress insurance and patient billing
- Accounts will be billed to the hospital via a monthly invoice
- RHMs/PBSs should follow their normal process for managing client A/R

5. GL Entries

- Monthly invoices will be adjusted to reflect COST per test and should be charged to the COVID-19 Dept. 81205 at each RHM

Application Specific Guidance

1. HealthQuest

- Each RHM will need to create a "Special Guarantor"
 - i. Use the following naming convention: "COVID19 Colleague Serology Test"
- Colleague/patient will be registered using their regular MRN, and the Guarantor will be updated to the newly created "Special Guarantor"

2. Epic TogetherCare

- TogetherCare HB Team will need to create a new "Client Account"
 - i. Use the following naming convention: "COVID19 Colleague Serology Test"
- Colleague/patient will be registered using their regular MRN, and the registration will be marked as Employee and flagged as a Client Account

3. Other Applications

- Each RHM will need to work with their local IT to configure colleague serology testing for client billing
 - i. Use the following naming convention: "COVID19 Colleague Serology Test"
- Follow regular workflow for registering accounts for client billing