RESEARCH ACCOUNT NOTIFICATION & RECONCILIATION PROCESS

Quick Reference Sheet (V5)

AdventHealth Orlando

WHEN TO NOTIFY

1. When initiating a new research study; prior to patient enrollment.
2. Upon patient enrollment and/or screen failure.
3. Prior to protocol required subsequent visits, when aware. For example, baseline and follow up visits regardless of whether visit assessment is all routine care, all research or a combination of both.
4. Time of discharge, when a patient is removed from or completes a study.

EMAIL for Hospital Charges:
FH.PFS.Research.Studies@Flhosp.org
EMAIL for Professional Fees:
FHMG.Clinical.Trials@Flhosp.org
EMAIL for For Radiology Charges:
FH.FRI.Billing@Flhosp.org
EMAIL for Infusion Center Charges:
FH.Infusion.Center.Charge.Auditing@Flhosp.org.
EMAIL for Independent Physicians/Ancillary charges
Email contact person associated with each site.

Study Created

Email appropriate parties to inform them that a "New Study" has been created.

Subject Line Suggestion:

"New Research Study": This is a new research study being generated and Billing needs to be informed to create a study code which will be used for future patients enrolled in that study.

Please fill out the information in the Blue and Yellow Sections of the Account Notification Form (Top two sections) and email to the appropriate parties.

Account Notification

Upon patient enrollment, email appropriate parties to inform them of this information. (This will entail the Blue, Yellow portion of the form, in addition to partial of full information of the green section. (Will depend on if you know the details of the patients visit.)

Use suggested subject lines to indicate if patient account notification is for **"Research Account Hold", "All Research-Create Account", "All Routine Care-Create Account", Routine Care only" or "Research & Routine Care Services"** (Place MRN next to subject line)

Please ensure all information on the Account Notification form is filled out if applicable. Attach any additional information needed to detail charge delineation. Some fields may not apply, and if so, leave blank. (For example, If you are not doing a device study, the IDE# field would be left blank). **When communicating billing decisions always refer to the coverage analysis(CA).**

Account Reconciliation

Provide an update on patients when applicable. (Subsequent visits, inpatient discharge, patient completion of study, study completion, etc) Send an email to the appropriate party updating the information on your form. (Must be completed within 3 days of discharge or completion of scheduled assessments.)

If a patient is a **"Screen Failure"**, notify all entities included in the initial notification as soon as possible. Please indicate any research related charges that the patient received prior to screen failure in the "Items Billed to Research" section of the form. All others billed to insurance should be indicated in the "Routine Care items" section.

Use suggested subject lines to indicate if patient account notification is for
"Release Bill", "End of Study"
"Routine Care only"
"Research Reimbursed Services" or
"Research & Routine Care Services"
(Place MRN next to subject line)

If you find that you do not have enough space to list charges related to "Items Billed to Research" and/or "Routine Care Items", please feel free to attach a copy of RS42 or any other list of charges indicating what is related to the communicated visit. **When communicating billing decisions always refer to the coverage analysis (CA)**

If you attach an additional reference listing charges, please remember to clearly indicate which charges will be reimbursed by the sponsor versus the ones billable to insurance. This will be pertinent information for billing.

For further clarification, please reference the full "Account Notification and Reconciliation Process" document on our website.

Office of Research Integrity (ORI) **Phone:** 407-200-1615 **Email:** FH.ORI@flhosp.org **Website:** Research Billing Compliance