

Payment Fact Sheet

Who Should We Talk to if a Patient Receives a Bill?

Effective collaboration among various departments, partners, and stakeholders will safeguard the patient from being improperly billed for their medical forensic examination. If you know a patient has been billed, consider contacting one or all of the below resources in your community.

INSIDE THE HEALTHCARE SETTING

- **Clinicians/Providers** – those providing direct medical services to victims (e.g., doctors, nurse practitioners, SANEs, nurses, etc.). Must be knowledgeable about payment practices, policies, and procedures.
- **Billing and Coding Departments** – typically part of healthcare institutions, and whose goal is to properly capture healthcare codes that allow billing for services rendered.
- **Compliance** - provide guidance and monitoring to ensure all applicable rules, laws and regulations for healthcare billing are in place, including addressing high risk areas to minimize fraudulent billing.
- **Revenue Integrity** - focuses on coding and charge captures to reduce the risk of non-compliance, optimizing payment, and minimizing the expense of fixing a problem with healthcare claims.
- **Finance Departments** - accountable for billing including accuracy of transactions, accounts receivable and payable, and managing internal audits and controls.
- **Quality Assurance** - ensures everyone is maintaining high quality care and measures the effectiveness of any department/program.
- **Legal/Risk Management** - can assess and monitor regulations and practices. Can aid in drafting policies and procedures.
- **Hospital Administration** - can provide oversight to the organization / ultimately ensuring effective and proper practices. This typically includes the Chief Executive Officer, Chief Nursing Officer, Chief Finance Officer, etc.
- **Hospital Social Workers** – help meet emotional, social, and practical needs of the patient. Can help support in navigating the billing department.

OUTSIDE THE HEALTHCARE SETTING

- **Systems-based Advocacy** – offer a consistent point of contact during the criminal justice process / can help support patients in completing a crime victim's compensation application.
- **Community-based Advocacy** - focus on the health and wellbeing of the patient, regardless if the victim reports to the criminal justice process / can help support patients in completing a crime victim's compensation application /communication may be restricted due to confidentiality.
- **VAWA/VOCA** – decision-makers when allocating state funds / [STOP Admin contact list](#) / VOCA Funded Assistance and Compensation Programs – [Assistance by state](#).

safeta.org/payment



REFERENCES:

- U.S. Department of Justice (DOJ), Office on Violence Against Women. (2013, April). A National Protocol for Sexual Assault Medical Forensic Examinations Adult/Adolescent (2nd ed.). Washington, DC: DOJ. <https://www.ncjrs.gov/pdffiles1/ovw/241903.pdf>
- National Institute of Justice, U.S. Department of Justice (2017). *National Best Practices for Sexual Assault Kits: A Multidisciplinary Approach*. <https://www.ncjrs.gov/pdffiles1/nij/250384.pdf>

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