



*Providing Help
Creating Hope*

Catholic Charities Policy & Procedures for Billing for Third Party Reimbursements

Policy for Billing a Third Party for Payment

Catholic Charities will submit billing reimbursement requests to third party payers (insurance) at least once per calendar month for those clients who have requested and authorized Catholic Charities to apply for such reimbursement.

Catholic Charities submits timely requests for reimbursements from insurance companies in order to: 1) establish and maintain a consistent billing schedule as a predictable service to our clients and as an efficient use of staff time, 2) remedy billing difficulties in a timely manner and 3) enable the projection of reimbursement revenue with most recent data.

Procedure to be followed when Billing a Third Party for Payment

The following procedures are in place to efficiently submit and obtain reimbursements from third party payers:

1. Clients using insurance with mental health coverage will complete and sign the Insurance Authorization form at the first session.
2. Local staff (office manager or other designee) will make a copy of:
 - a. The Insurance Authorization form
 - b. The front and back of the insurance card for the client
3. Staff will immediately send one copy of the Insurance Authorization form and the insurance card to the Catholic Charities administrative offices and retain one copy of each in the client file at the local office.
4. The counselor will enter Counseling event data into the Catholic Charities data system
5. Catholic Charities administrative billing staff will e-mail a Counseling Billing Report to each local office on agreed upon date(s)
 - a. Counseling Billing Report will be sent to regions/ offices with at least one FTE counselor twice per month
 - b. Counseling Billing Report will be sent to regions/ offices with less than one FTE counselor once per month
6. Local staff will provide to the administrative billing staff all needed corrections or updates to the Counseling Billing Report by the end of the 5th working day after receiving the report.
7. The billing of third party payers (insurance) will be completed by administrative billing staff two times per month.

Forms and Documentation to use when Billing a Third Party for Payment

See forms indicated in "Procedure" above.