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| **VRC Policies/ Procedure** | **Subject:** VRCMG Personal Injury Liens Policy and Procedure  **Department Affected:** All  **Issued by:** Tana Jackson, Supervisor of Admin Svcs  **Ref:** | **Date:** 2/23/2016 |
| **Effective:** 2/24/2016 | **Approved by:** Tom Cleary, Executive Director | Revisions  Annual  Last Revision: 2/22/18 |

**Policy:** Processing and Scheduling Personal Injury Liens

**Procedure:**

1. All VRCMG Clerical and Scheduling employees will understand that a ‘personal injury lien’ is an agreement whereby VRCMG will be paid out of a personal injury settlement; instead of healthcare insurance.
2. The designated Lien Coordinator will handle the lien claims. The Lien Coordinator will be responsible for coordinating the process, resolving any issues that come up and being a liason between the attorneys, VRCMG and MSN.

**Scheduling:**

1. When a call is made about setting up a lien with VRCMG the call will be forwarded to the Lien Coordinator. The Lien Coordinator will be responsible for getting the physician’s order and obtain the attorney’s contact information. The patient will be scheduled ONLY if a physician’s order has been received. The exam will be marked “Pending lien”.
2. All documents will be scanned into the patient’s chart in MI, by the Lien Coordinator. All notes to be put into MI, with the Attorney’s information.
3. Lien Coordinator to select “PI Lien” selection in the Insurance drop down in RIS. ID# to be the date and Group # default XOOX.
4. The Lien Coordinator will contact the Attorney’s office and obtain an executed lien form.
5. Once the Lien Coordinator has obtained the executed lien form, the lien coordinator will make a note in the Patients chart. “Please have patient sign Lien Consent form upon arrival” for clerical staff. All documents will be scanned into MI.

**Check-In**

1. Registration will not allow the procedure to go forward unless:
2. it has an executed lien on file.
3. Registration must have the patient sign the Patient Lien Consent form before procedure is done.
4. Registration will select “PI Lien” as the insurer and scan all documents into MI.

**Billing:**

1. If “PI Lien” is selected, Senior Accountant will generate a bill for service in the amount noted on PI Lien Fee Schedule.
2. Senior Accountant will send the attorney a copy of the bill.
3. Senior Accountant will send the Request for Lien Update attached as Exhibit B to the attorney every 90 days in order to monitor the status of the claim. If the attorney does not respond to two consecutive requests, Accountant will notify Lien Coordinator. Lien Coordinator will then contact the attorney to confirm the case status.

**Negotiation:**

1. Senior Accountant will be responsible for negotiating any PI Liens.
2. When an attorney calls to negotiate a lien, Accountant will be authorized to accept a discount in accordance with company policy. If the attorney requests a more significant reduction, billing will ask the attorney to send an email explaining why a further reduction is warranted.
3. Attorney will send payment to Accountant.