

The Counseling & Psychotherapy Center, Inc.

Clinician Billing Procedures

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Program Agenda

- Billing Cycles ;
- Required Documentation;
- Client Payments;
 - Cash
 - Money Orders
 - Credit Cards
 - Checks
- Payment Plans and Pay Reductions;
- Bounced Checks;
- Client Absences;
- Suspensions;
- Workbooks;
- Substitutions
- Reconciliation

Billing Cycles

- There are two monthly billing cycles as follows:
 - Cycle 1, **clinician's obligation**: Billing Sheets and all appropriate documentation received by the 5th of the month will be processed for payment on the 15th of each month provided weekly funds collected are turned in weekly; **What is the 5th falls on a weekend or holiday?**
 - Cycle 2, **late billing**: Billing Sheets and all appropriate documentation received by the 20th of the month will be processed for payment on the 1st of the following month. **What if the 20th falls on a weekend or holiday?**
 - **What happens to me if I'm late with my billing?**

Required Documentation

- Billing Sheets/Web billing complete;
- Progress reports;
- Monthly Program Updates;
- Sessions Notes;
- Client Sign-In Sheets;
- Intake/Evaluation Reports;
- Federal Clients Program Treatment Reports/Sign-In Logs;
- Funds With Reconciliation Sheet (**must be submitted weekly**)

Client Payments

- In order of preference:
 - Money Order;
 - Credit Card;
 - Cash;
 - Check.
- A **receipt** should be given to client immediately upon payment. The clinician should retain a copy of receipt and the final copy should be forwarded to CPC with the client's payment.
- Clients who show up for group but do not have payment, may stay but must be told that failure to appear next session without two weeks of payment will be sent home and their PO notified.
- **Are clinicians penalized for clients who fail to make payments?**

Payment Plans

- Payment Plans are designed for **established** clients who experience an unexpected **short term** financial hardship. Payment is reduced for four weeks with approval of Director of Operations. At the end of the four weeks, the client returns to regular payment and begins to pay a portion of the outstanding balance each week until balance is paid in full. There is no change to a clinician's pay as a result of this process.
- These cases will be reviewed by the Area Coordinator and Director of Operations monthly.

Payment Reductions

- Reserved for **established** clients who experience a projected **long term** financial hardship. In this case, the clients pay is reduced to a fee agreed upon by the client and clinician. This new fee is then split 50/50 between CPC and clinician;
- These cases will be reviewed monthly by the Area Coordinators and the Director of Operation.

Bounced Checks

- If a client pays via check and the check subsequently bounces, the check will be returned to the clinician who will have the client make good on the check plus a \$25 administrative fee.
- Upon second incident of a bounced check, checks may no longer be utilized as a means of payment by the client.
- How is the clinician's pay impacted by a bounced check?

Client Absences

- CPC maintains low fees as the weekly group fee is based on the client attending and responsible for payment of 52 sessions annually;
- Weekly fees are expected even if client is absent with exception of hospitalization, court appointment, or incarceration.
- Most important, clients must attend weekly sessions to stay safe in the community;
- How is my billing impacted by client absences?

Suspensions

- Clients who miss two consecutive groups and return the third week without payment should be suspended and the PO notified immediately;
- Area Coordinators will work closely with the client's PO to get the client back to group as soon as possible.
- If the client becomes so disruptive in group that it prevents an environment conducive to good treatment, the client should be suspended. Again, the PO should be notified and a strategy developed to return the client to group as soon as possible
- CPC philosophy regarding clients in the community has always been that as long as they are in the community they should be in treatment. Termination is a last resort and should be reserved for clients removed from the community!

Workbooks

- All clients participating in CPC's Program should be required to purchase a workbook. In some cases, the work book is provided to the client via contract. Area Coordinators will advise you as to which clients are required to purchase a book versus those covered by contract;
- Workbooks cost **\$15 each**;
- Clinicians in need of workbooks should request same through their Area Coordinator or Paula Bolger at the Corporate Office.
- Funds collected by clinicians for the work books should be retained by the clinician and not turned in with their weekly funds.
- When clinician pay is being formulated, any workbooks distributed to the clinician during the previous month will be deducted from their pay, thus, the process is a wash!

Substitutions

- If a clinician requests a substitute for their group, the substitute is paid \$75 for the group. These funds are deducted from the clinicians pay.
- The substitute is required to collect the appropriate funds and pass them on to the Corporate office noting the substitution.
- The substitute is also responsible for passing the sessions notes from the group on to the primary clinician along with any other noteworthy information from the group's work.

Reconciliations

- One of the more common errors made by clinicians results from failure to reconcile their weekly funds;
- A simple process; utilizing the clients receipts from the weekly group, note the total amount of cash collected, amount paid by check/money order, amount paid by credit card. Total these amounts and this is the correct amount of funds , **minus the credit card payment**, that you need to submit with your receipts for that specific group.

Summary

- By following these simple steps, clinicians can manage their monthly billing process.
- Upon reconciliation of the clinician's pay by CPC's corporate office, each clinician, effective immediately, regardless of whether or not our review matches what the clinician reported their pay to be, shall receive a copy of our audit with their paycheck.
- Questions regarding clinician pay should be directed to CPC's Director of Operations.

Put it all together for success!

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