

 <p>VISITING NURSE SERVICE OF ROCHESTER, NEW YORK</p>	Strong Home Care Group, Inc.	Corporate Compliance
	POLICY: Charge Master Maintenance	Policy #111A
	SECTION: 100A	
	Created: 1/16/06	Reviewed:            Revised:
	Approved by: Audit Committee Date: 1/17/07	Reg: COP:

**Policy:** Charge Masters need to be maintained, monitored and corrected as defined services are subject to change and new services/supplies are always being added. The care and maintenance should not rest alone with one person, but rather with a team of representatives from key departments. The team should include coding, clinical areas (as needed), business /billing office and information systems. In addition, addressing the source of the problem (charge master) will prevent future issues related to incorrect coding and billing. Following is a formal process that addresses how the charge master and its contents will be maintained on an ongoing basis.

**Description:** The following process should be followed for the addition, deletion or change of a service or supply in the McKesson system

1. The change process is driven by a form that requires the review, approval and sign-off of several departments within the agency.
2. The form is started by the requesting party or unit desiring the change. Requestors are limited to senior staff, PFS or coding staff. Requestors must fill out the top section of the form, sign the form and forward to PFS.
3. PFS completes the PFS section of the form, signs and forwards to coding.
4. Coding assigns the appropriate CPT-4 or HCPCS and units. Coding signs the form and forwards to IT.
5. IT makes the necessary changes in McKesson, signs and files the form in their area. IT notifies the requesting party and PFS that the requested change has been made, and if a new service, is ready to use. IT also logs the action taken in their internal logbook.
6. PFS will periodically run test bills on new services to assure the accuracy of data placement per billing format and to ensure that each service is billing correctly.

References:

American Medical Association Current Procedural Terminology  
Annual Medicare Fee Schedule released by CMS  
Annual Medicaid Fee Schedule released by NYS DOH  
AHIMA article – When Good Charge Masters Go Bad – 8/2005