I.   SCOPE

This SOP describes the process by which LUMC generates facility (HB) and professional (PB) statements for research accounts billable to Loyola University of Chicago. Statement processing, distribution, tracking and reconciliation, as well as special circumstances regarding invoicing, are addressed.

II.   PROCEDURES

A. Statement Content
1. LUHS Logo
2. Study LU
3. Study Guarantor ID
4. Statement Date
5. Study PI
6. Statement number (LU#_MMDDYYY)
7. Summary of new charges
8. Summary of new adjustments
9. Current study balance
10. Payment due date
11. Remit to address
12. Budget Administrator name and email
13. Signature section
    a. Budget Administrator signature and date
    b. Secondary Approver signature and date (required on all requests in excess of $5,000)
    c. Attestation statement: By signing this invoice, I certify that these charges are consistent with the information from Revenue Integrity/Epic records and reflect allowable study charges per enrolled subject and that the study has available funding to cover these costs or an alternate funding source is provided in the comments section.
14. List of new charges:
    a. Study HAR
    b. Patient MRN
    c. Service date
    d. CPT code
    e. CPT code description
    f. Charge quantity
    g. Amount due (Note: this amount is adjusted to reflect the research price according to LUMC policy CR-001 Pricing Structure for Clinical Research.)
15. List of new adjustments: lists the adjustments taken to bring the charge from the full price to the research price.

B. Statement Creation
1. On the third of each month, Epic statements are automatically generated for each research guarantor with an existing balance.

2. The Epic statements are printed in PDF format to a designated folder on the LUMC Revenue Integrity- Optimization (RI-O) shared drive.
3. The RI-O Research Billing Specialist Lead (RBSL) performs a quality assurance (QA) check on the statements for pricing accuracy.

C. Statement Distribution
   1. By the 15th of the month, the statements are emailed to the Budget Administrator for the study guarantor.
   2. If the Budget Administrator is not known, the statements are sent to the Budget Administrator associated with the Principal Investigator's other studies.

D. Statement Processing
   1. Within two weeks of receipt, the Budget Administrator reviews the statement for accuracy.
   2. If the Budget Administrator believes there is an error on the statement, he/she contacts the RI-O RBSL and indicates the line item(s) and reasoning for the dispute.
      a. If the RI-O RBSL confirms it is an error, (s)he notifies the Budget Administrator. The Budget Administrator manually revises the statement to reflect the approved modifications.
      b. If the RI-O RBSL does not confirm it is an error, (s)he notifies the Budget Administrator and provides the reasoning for the line item remaining on the study guarantor. The Budget Administrator may request the dispute be escalated as described in section III.B.
      c. **Budget Administrators are not to short pay statements without confirmation the revision is approved by the RI-O RBSL.**
   3. The Budget Administrator and/or Secondary Approver signs the statement. LUC policy requires the Secondary Approver's signature on statements over $5,000.
   4. The Budget Administrator completes an LUC check requisition (LUC approved processing of reimbursement), with check payable to:
      Loyola University Health System
      Attention: Stephanie Ellis, Director of Revenue Optimization
      2160 South First Ave
      Building 108
      Maywood, IL 60153
   5. The Budget Administrator emails a scanned copy of the signed statement and check requisition to LUC Accounts Payable (LUC AP) at: Accounts-Payables@luc.edu and cc's the RI-O RBSL at Ana.Sokol@luhs.org.
      a. If the Budget Administrator mails the check requisition to LUC AP, he/she still emails a scanned copy to the RI-O RBSL at Ana.Sokol@luhs.org.
      b. The statements contain PHI and should not be scanned or emailed unless through secure processes.
   6. LUC AP processes and remits payment to LUMC.
   7. Payment is expected within 30 days after the statement is received.
   8. Outstanding balances will continue to be reflected on study statements until payment is received.

E. Payment Tracking and Reconciliation
1. The RI-O RBSL (or designee) enters an Epic account note on the Study HAR / Study Guarantor Account when the approved and signed statement and check requisition is received.
2. The RI-O RBSL reconciles the payment to each HAR under the study guarantor. Payments are compared to statement amounts and date check was received from LUC. The RI-O RBSL works with the Budget Administrator to resolve discrepancies.
3. The RI-O RBSL forwards the check and instructions regarding payment distribution to PFS Cash Applications.
4. PFS Cash Applications posts the payment in Epic with payment code 100100 and processes the check according to PFS policy.

F. Special Circumstances
1. No Response: If no response to a statement is received by the requested date:
   a. Send out second notice
   b. Allow thirty (30) additional days to respond
   c. Any statements that continue with no response after the second notice are referred to the Regional Revenue Optimization Director and EVP, Clinical Affairs.
2. Dispute Resolution
   a. RI-O RBSL and Budget Administrator may meet to review and discuss.
   b. The Director of Revenue Optimization will be consulted as needed to resolve issues and discrepancies.

III. **REFERENCES**

A. LUC Policy: Approving Requests in Excess of $5,000
B. LUC Policy: LUC Signature Card-PI Certification of Fiscal Management
C. LUMC Policy: CR-001 Pricing Structure for Sponsored Clinical Research Studies

IV. **APPROVALS**

Stephanie Ellis   12/3/19
LUMC Director, Revenue Integrity (or designee)   Date

Jessica More   12/4/19
LUC Senior Director, Clinical Research Office (or designee)   Date

Revision History

Effective Date	Summary of Changes
19/Mar/2018	Initial
1/Nov/2018	Revised process for submitting check requests to align with LUC-preferred work flow
1/Jan/2020	Updated Remit To address and replaced manual invoice creation with Epic statement generation