

ScreenWise “Patient Billed” Procedure

Introduction: Occasionally there are breaks in communication between providers or missing paperwork that result in ScreenWise patients receiving bills for covered ScreenWise services. This can happen if referrals are not clear about who to bill or when patient intake packets are not submitted within 5 days of the patient enrollment.

Enrolling providers are required to educate all patients at the time of enrollment that if they receive any bills for ScreenWise covered services, to alert the enrolling provider as soon as possible. **It is very important that the patient does not ignore any bills or make any payments.** For providers who have a patient receiving bills, please contact the ScreenWise Billing Specialist with all bill information as soon as possible. Detailed process is below.

Process: In the event of a patient being billed for SW services, please complete the following steps to help resolve it quickly and completely.

- 1) When the Enrolling Provider staff member is notified by a patient that he or she has received a bill, please obtain a copy of the bill **OR** collect the following information from the patient:
 - a) Name of agency sending the bill
 - b) Patient name
 - c) Patient date of birth
 - d) Date of service
 - e) Account number on bill
- 2) Assure that the Intake/Enrollment paperwork for the patient is complete and has been submitted to ScreenWise. Check e-mail inboxes for enrollment denials or missing information. If you are unsure or the paperwork has not been submitted, please double check eligibility and call ScreenWise for enrollment verification.
- 3) Submit the patient bill or all subsequent information and the complete intake packet to ScreenWise using the State of Oregon secure portal with the subject line *“Clinic/Site Name, ScreenWise Patient Bill.”*

Follow Up: Please allow at least 7 business days to process and resolve. If other details are needed or issues arise with resolution of a patient’s bill, the ScreenWise billing specialist will contact you. Please do not submit bill or information a second time without verifying it was not received at ScreenWise.

Resolution: The ScreenWise billing specialist will notify you once the patient bill is resolved and provide any necessary details you may need to communicate to the patient.