

## Billing Complaints

PA-001236

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### I. SCOPE / PURPOSE

- A. To ensure complaints regarding billing are handled in an expedient and professional manner. Applies to all personnel.

### II. POLICY / PROCEDURE

- A. Armstrong Ambulance Service will respond to complaints regarding ambulance billing within two (2) business days. When a complaint is received the following steps shall be taken:
  1. The Patient Accounts Manager should be notified. If the Patient Accounts Manager is not available, the on-duty department supervisor should be notified.
  2. The Manager or designee should collect all available information about the nature of the complaint.
  3. After the initial information is gathered, the Manger shall investigate the complaint by reviewing the account, including insurance submissions.
  4. The Manager will compile the available information and summarize the incident giving all of the pertinent parties and facts. If necessary, the Manager will collaborate with the CEO or COO to determine appropriate action.
  5. The Patient Accounts Manager will respond back to the interested parties.
  6. The initial complaint and follow up investigation notes will be documented in the patient's RightCAD account in the Notes section.

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**CONTACT / DEPARTMENT:** Patient Accounts Director

**REFERENCES:**

**REVISION LEVEL:** 00

**REVISION DATE:** APRIL 23, 2012

**REVIEW SCHEDULE** ANNUAL

**APPROVED BY:**



Richard Raymond, CEO