

Payment Fact Sheet

Who Should We Talk to if a Patient Receives a Bill?

Effective collaboration among various departments, partners, and stakeholders will safeguard the patient from being improperly billed for their medical forensic examination. If you know a patient has been billed, consider contacting one or all of the below resources in your community.

INSIDE THE HEALTHCARE SETTING

- **Clinicians/Providers** – those providing direct medical services to victims (e.g., doctors, nurse practitioners, SANEs, nurses, etc.). Must be knowledgeable about payment practices, policies, and procedures.
- **Billing and Coding Departments** – typically part of healthcare institutions, and whose goal is to properly capture healthcare codes that allow billing for services rendered.
- **Compliance** - provide guidance and monitoring to ensure all applicable rules, laws and regulations for healthcare billing are in place, including addressing high risk areas to minimize fraudulent billing.
- **Revenue Integrity** - focuses on coding and charge captures to reduce the risk of non-compliance, optimizing payment, and minimizing the expense of fixing a problem with healthcare claims.
- **Finance Departments** - accountable for billing including accuracy of transactions, accounts receivable and payable, and managing internal audits and controls.
- **Quality Assurance** - ensures everyone is maintaining high quality care and measures the effectiveness of any department/program.
- **Legal/Risk Management** - can assess and monitor regulations and practices. Can aid in drafting policies and procedures.
- **Hospital Administration** - can provide oversight to the organization / ultimately ensuring effective and proper practices. This typically includes the Chief Executive Officer, Chief Nursing Officer, Chief Finance Officer, etc.
- **Hospital Social Workers** – help meet emotional, social, and practical needs of the patient. Can help support in navigating the billing department.

OUTSIDE THE HEALTHCARE SETTING

- **Systems-based Advocacy** – offer a consistent point of contact during the criminal justice process / can help support patients in completing a crime victim's compensation application.
- **Community-based Advocacy** - focus on the health and wellbeing of the patient, regardless if the victim reports to the criminal justice process / can help support patients in completing a crime victim's compensation application /communication may be restricted due to confidentiality.
- **VAWA/VOCA** – decision-makers when allocating state funds / [STOP Admin contact list](#) / VOCA Funded Assistance and Compensation Programs – [Assistance by state](#).

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REFERENCES:

- U.S. Department of Justice (DOJ), Office on Violence Against Women. (2013, April). A National Protocol for Sexual Assault Medical Forensic Examinations Adult/Adolescent (2nd ed.). Washington, DC: DOJ. <https://www.ncjrs.gov/pdffiles1/ovw/241903.pdf>
- National Institute of Justice, U.S. Department of Justice (2017). *National Best Practices for Sexual Assault Kits: A Multidisciplinary Approach*. <https://www.ncjrs.gov/pdffiles1/nij/250384.pdf>

This project was supported by Grant No. 2018-TA-AX-K014 awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions, and recommendations expressed are those of the author(s) and do not necessarily reflect the views of the Department of Justice, Office on Violence Against Women. (Reviewed May 2023)