Billing and Collections
Policy and Procedures

I. PURPOSE

To provide a regular streamlined process for cost recovery, DRI has implemented the following standards for its billing processes associated with the DRI Clinical Research Core (DRI ResCore).

II. SERVICES

• Services for people, such as patient recruitment, patient scheduling, biostatistician services, database research retrieval, technician services, etc;
• Services for transportation, which would include transportation needs for specific patients related to specific research studies.

III. CHARGES

Services provided by the DRI ResCore might have recurring or one-time costs associated with them. Each service with associated costs will have a clear statement in the DRI ResCore Catalog of the rate (how much is charged per length of time) and the unit (what bases charges are incremented along)

Should costs change for any services, notifications will be sent to the DRI ResCore Billing list. Changes to charges will go into effect no sooner then one full billing cycle after being announced.

DRI ResCore Medical Service Representatives - $27.00/hr. (effective 2/1/15)

DRI Data Analyst - $42.00/hr (effective 2/15/15)

Transportation – billed as transportation costs are incurred.

Initiation, termination, or significant changes to services may incur a one-time charge.

IV. BILLING CYCLES

The monthly billing cycle runs from the 1st of the prior month through the end of the billable month. For example, the “FY12 January” billing batch will include charges for January 1, 2012 through January 31, 2012.

DRI ResCore services are post-paid. Charges in a given billing cycle are for services rendered during that billing cycle, not for the forthcoming cycle.

One-time fees, such as initiation fees, database usage fees, and/or transportation costs, will be charged against the billing cycle during which the charge was incurred.
All departments must adhere to this uniform billing cycle. Variances from this procedure must be approved by at least one of the following:

- Martha Callahan, DRI ResCore Supervisor
- Marlo Goss, DRI Business Manager
- Thomas Buchanan, DRI Director

V. **MONTHLY BILLING**

Monthly billing via journal vouchers will provide each PI and/or department with a detailed justification of all services rendered for a given month.

Monthly billing will take place in the form of a journal voucher. Funds will be debited to the appropriate purpose code and credited to the DRI ResCore purpose code (DERI175112).

Due to character restraints; journal vouchers will have a short description, such as “DRIRC Jan Bill 2012”. A more detailed description will be entered in the explanation and justification section.

VI. **UNRECOVERABLE CHARGES & ERROR CORRECTION**

DRI ResCore occasionally is unable to recover funds for provided services. This can be for a variety of reasons:

- Data entry or transcription errors
- Disallowed use of grant funds (per Research Accounting)
- Expired funds

Should the DRI ResCore be unable to recover funds from the purpose code assigned for the service, the DRI ResCore Manager will contact the appropriate departmental administrator for the charges. The Department Administrator may provide a valid purpose code within twenty days of notification. Charges that remain uncollected will be moved to the following month's charges.

The DRI ResCore reserves the right to terminate service when funds cannot be collected within thirty days.

VII. **MODIFICATIONS TO BILLING INFORMATION**

PIs and/or Departmental Administrators are expected to:

- Review the journal vouchers as they become available;
- Notify the DRI ResCore Manager of any changes of fund numbers to be charged for any services;
- Notify the DRI ResCore Manager of any purpose codes that have expired

Should a PI or department desire to modify the information relating to billing for a particular service, such as purpose code changes, re-allocating, approval changes, cancelling service, adding services, etc. the request must be submitted in writing (email or interoffice mail acceptable) detailing the changes request.
Changes to billing data must be received by close of business day on the 25th (or preceding business day should the 25th not be a business day) of a given month to be utilized in the billing cycle for that month.

VIII. USE OF GRANT FUNDS

Services and systems that directly support research activities may generally be charged to a grant. Services and systems used indirectly for research but that also support activities besides research are generally not charged to grants. In some cases, there are particular facts and circumstances or specific regulations that determine if a service or system may be charged all or in part to a grant.

IX. DISPUTING CHARGES / REFUND PROCEDURE

The DRI ResCore will only issue a refund/credit if billing modifications were requested in writing by a given cycle deadline, but not applied to the journal voucher appropriately. Refunds/credits may only be requested for the previous three billing cycles within the current fiscal year. Charges made over 90 days in the past, or in the previous fiscal year, are not eligible for refunds/credits.

Refunds/credits will be processed manually via a journal voucher on an as-needed basis within three business days of review of disputed charges.

Refunds/credits will not be provided for any reasons beyond those listed above, including but not limited to:

- Billing info charges requested after a monthly billing has been done
- Lack of use of services
- Dissatisfaction with the service provided

X. MONTHLY BILLING TIMELINE

<table>
<thead>
<tr>
<th>Date</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>25th</td>
<td>Last opportunity for changes to billing information to be submitted</td>
</tr>
<tr>
<td>30th/31st</td>
<td>All applicable work/services marked for billing.</td>
</tr>
<tr>
<td>1st</td>
<td>Journal Vouchers processed, routed for approvals.</td>
</tr>
<tr>
<td>10th</td>
<td>Error corrections journal vouchers processed</td>
</tr>
</tbody>
</table>

For any of the above dates that fall on a non-business day, that and any necessary subsequent actions will shift to the next following business day. February billing will be processed on the final day of the month.
XI. ESCALATION PROCEDURE

In the event of dissatisfaction with the billing procedure, escalation should follow the following path:

1. Martha Callahan, DRI ResCore Supervisor
2. Marlo Goss, DRI Business Manager
3. Thomas Buchanan, DRI Director

Questions related to this policy may be directed to DRI Business Manager at x3184