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|  <p><b>HAWAII HEALTH SYSTEMS</b><br/>C O R P O R A T I O N<br/><i>"Touching Lives Everyday"</i></p> <p><b>Policies and Procedures</b></p> | <p><b>Quality Through Compliance</b></p>                       | Policy No.:<br><b>FIN 0526</b>      |
|                                                                                                                                                                                                                            |                                                                | Revision No.:<br>N/A                |
| <p>Subject:<br/><b><i>Tracking Rejected Claims</i></b></p>                                                                                                                                                                 | Issued by:<br>Corporate Compliance Committee                   | Effective Date:<br>December 6, 2001 |
|                                                                                                                                                                                                                            | Approved by:<br><br>Thomas M. Driskill, Jr.<br>President & CEO | Supersedes Policy:<br>N/A           |
|                                                                                                                                                                                                                            |                                                                | Page:<br>1 of 2                     |

- I. PURPOSE:** The purpose of this policy is to describe how facilities will monitor their billing claim rejections.
- II. POLICY:** To meet compliance requirements, all facilities will track the reasons that claims are rejected by third-party payors. Tracking methods and procedures will be determined by whether the facility uses HBOC or ADL for billing.
- III. PROCEDURE:**
- A. For all the facilities who are using the HBOC system for billing and claim submissions, the rejected claim information will be abstracted on a monthly basis by the Director of Business Services, Performance Measures and Business Analysis. A quarterly report will be submitted to the Corporate Compliance Committee.
  - B. For the five facilities (Kohala, Hale Ho'ola Hamakua, Lanai, Maluhia and Leahi) who are not using the HBOC system for billing and claim submission a system has been developed to capture rejected claims information. Data will be abstracted on a monthly basis and a quarterly report will be submitted to the Corporate Compliance Committee.
    1. This system is designed to be opened while payment posting is done in ADL. Minimal information is input to note the rejection.
    2. Each facility will have the application and their database on their server. This is to enhance response time and no other reason. Periodically, corporate will access data from each of the facility servers through linked ACCESS files to generate overall reports.

***Servers – Data & Application***

