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Research Billing



Buzz

A Newsletter from the Office of Clinical Research Billing Compliance

Volume 7

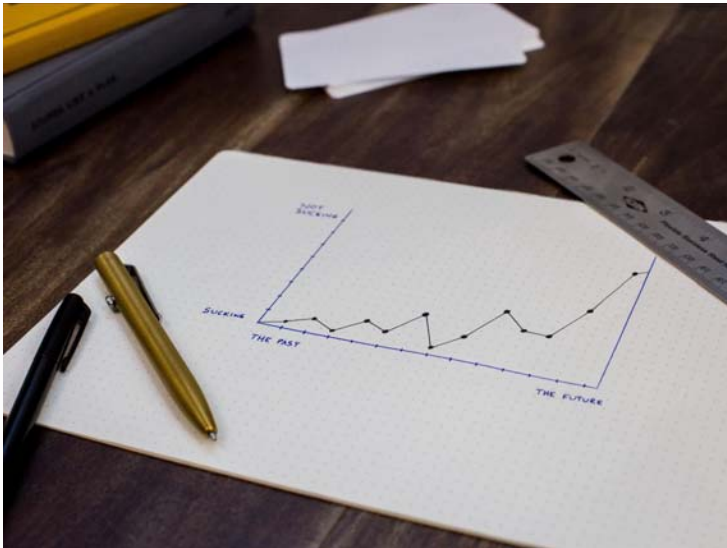
October 2019

Revenue Cycle Management

In this Issue

**Revenue Cycle
Management**

- RCM's Role on
Research Billing



- **Spotlight on:
Jennifer Mitchem**
 - **Need Help?**
-

As we shared in previous installments of the *Research Billing Buzz*, the Office of Clinical Research Billing Compliance (CRBC) reviews charges and determines whether they are billed to the participant's insurance or to the research study. Have you ever wondered what happens to charges that are billable to research? This is our topic for discussion this month

Each study has a single account, known as an RSH Account that may accumulate both hospital-related (HB) and Professional (PB) charges. Once charges are adjudicated to the research accounts in Epic they follow normal billing workflows. **The Commercial, Research & Client area of the Office of Revenue Cycle Management a.k.a RCM-R** (RCM and previously Patient Financial Services) takes over the process known as [Direct Study Billing](#).

On the 6th of each month the research statement is generated and sent by email within 3-5 business days to the designated billing contact for the study. The study staff have 30 days to review the statement and submit a review/correction request. On day 30, payment will be processed to the IO# associated with the study RSH account. Remember, the body of the email

contains an explanation of any applicable research discounts. We will further explore research fee schedules and discounts in a future issue of the newsletter.



Frequently Asked:

What do I do if the statement is going to the wrong person?

Reply to the email you received with the correct information or email

CLINIRESBILLING@exchange.johnshopkins.edu

What happens if I don't agree with the statement?

Reply to the email you received and clearly state what you perceive is wrong with the statement. Please be as specific as possible.

How do I update my IO number?

Email the information to CLINIRESBILLING@exchange.johnshopkins.edu and update the information in the "Sponsor" tab in the Clinical Research Management System (CRMS).

Spotlight On: Jennifer Mitchem



Jennifer is the Revenue Cycle Supervisor for Commercial, Research & Client Accounts Receivable for the JHM RCM department. She has been working with researchers for more than 15 years and her staff is very knowledgeable of the ins and outs of the process.

1. What is your role within the RCM team?

To supervise the Hospital Facility Billing and Collection of the Research Accounts Receivable. The RCM HB Research Team is responsible for resolving the Research Accounts Receivable for JHH, JHBMC, HCGH, SMH and SH.

2. What do you find challenging about working with the research teams?

Research teams understanding the role of RCM for charges that generate to their Research Monthly Billing Statement. The first time a Research Team may see charge(s) is on the Monthly Statement. However the Monthly Statement is actually the last part of the charge process. So understanding how the Departments and System functions that occur to generate and filter a charge(s) to reach the adjudication process. Once a charge is adjudicated to Research it generates on the Monthly Statement.

3. What is Single Billing Office (SBO) and how has it changed research billing?

SBO combines the Research Monthly Billing statements for Research programs that generate charges for Hospital and Physician Billing. The change reduces the number of Monthly Statements a Research program needs to review and approve. Another change with SBO was the overall look of the Monthly Statement providing uniform data from HB and PB.

4. What can research teams do to make sure their statements are paid on time?

Reply within the Deadline provided in the Monthly Research Statement communication. This is most important if you disagree with the Monthly Statement or have questions. We prefer to address these inquiries prior to beginning the payment process. These Deadlines impact timely resolution for the HB and PB outstanding Research Accounts Receivable.

We would also like to recognize the great work of other members of this team: Toni Jackson, Dianne Kalm, Anna Clarke, Maranda Nue and Andrea Grant.

Need Help?

If you need help, have questions or want to suggest topics for future newsletters you can email us at:

CLINIRESBILLING@exchange.johnshopkins.edu

For more information, visit the **Research Revenue Cycle Website**

[Research Rev Cycle Website](#)



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