



**MONTANA STATE HOSPITAL
POLICY AND PROCEDURE**

**BILLING CHARGES FOR PHOTOCOPIES AND SCANS
OF HEALTH INFORMATION**

Effective Date: April 29, 2020

Policy: HI-02

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- I. PURPOSE:** To establish a reasonable charge for photocopying and/or scanning materials in accordance with DPHHS practice.
- II. POLICY:** It is Montana State Hospital policy to charge a fee for copying information sent to authorized persons.
- III. DEFINITIONS:** None.
- IV. RESPONSIBILITIES:**
- A. Health Information Department will verify the release meets requirements, submit cost of copies to requesting party, copy the requested records upon receipt of payment, and send payment received to the business office. Checks are to be made payable to State of Montana.
 - B. The Business Office will process funds for the State General Fund.
- V. PROCEDURE:**
- A. Charge Schedule:
 - 1. The following charge schedule will be used:

\$0.00	No charge for the 20 pages or less.
\$0.10	Per page for all documents exceeding 20 pages (starting with page 1).
 - 2. Postage fee will be charged at current rate.
 - B. Attorneys and Insurance Companies:
 - 1. Attorneys not representing the hospital are charged for records, except for those attorneys which are assisting former patients with SSI applications and Public Defenders representing current or former patients.
 - 2. Insurance companies requesting records when a patient has applied for coverage with the insurance company are charged for records.
 - 3. Insurance companies requesting records as part of their utilization review or to verify services prior to payment are not charged for records.
 - C. Patients will be charged for copies requested in accordance with this policy.

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D. Referrals and Follow-up Services:

1. The agencies, involved in follow-up services for patients, are not charged for records, such as the Mental Health Centers, Welfare Departments, Drug and Alcohol Treatment Centers, Social Security Administration, Physicians, Hospital, State agencies, Court Ordered Professional Persons, etc.

E. Billing:

1. Billing is completed upon receipt of request.
2. Charges are recorded in the billing log with the date, patient name, hospital number, and person/agency requesting records.

F. Monies Received:

1. Health Information staff will document payment received and date records sent in the billing log.
2. Upon receipt, payment is sent to the MSH claims office.
3. Money will be sent to the Fiscal Bureau in Helena.

VI. REFERENCES: DPHHS Copying Policy.

VII. COLLABORATED WITH: Chief Financial Officer.

VIII. RESCISSIONS: HI-02, Billing Charges for Photocopies and Scans of Health Information dated December 1, 2014; HI-02, *Billing Charges for Photocopies* dated July 29, 2011; HI-02, *Billing Charges for Photocopies* dated June 6, 2008; HI-02, *Billing Charges for Photocopies* dated June 17, 2005; HI-02, *Billing Charges for Photocopies* dated September 1, 2002; HI-02, *Billing Charges for Photocopies* dated October 12, 2001; HI-02, *Billing Charges for Photocopies* dated February 14, 2000; H.O.P.P. No: 12 – 03B. 051480, *Billing Charges for Photocopies*, dated November 14, 1980.

IX. DISTRIBUTION: All hospital policy manuals.

X. ANNUAL REVIEW AND AUTHORIZATION: This policy is subject to annual review and authorization for use by either the Administrator or the Medical Director with written documentation of the review per ARM § 37-106-330.

XI. FOLLOW-UP RESPONSIBILITY: Director of Health Information.

XII. ATTACHMENTS: None.

Signature:

Kyle Fouts
Hospital Administrator

Melinda Bridgewater
Director of Health Information