

**VALLEYCARE**  
**OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS**  
**INPATIENT FINANCIAL SERVICES**  
**POLICY & PROCEDURE**

**NUMBER: 339**  
**VERSION: 1**

**SUBJECT/TITLE: SUPERVISOR CONTROL LOG**

**POLICY:**

**PURPOSE:** To establish accurate Supervisory controls for each individual Patient Financial Services Worker (PFSW) to ensure the mandated Medi-Cal processing time frame is met and to quickly identify problems so they can be resolved in a timely manner.

**DEPARTMENTS: INPATIENT FINANCIAL SERVICES**

**DEFINITIONS:**

**PROCEDURE:**

**RESPONSIBILITY: ACTION:**

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| <b>UNIT CLERK</b>  | (1) Assign hospital folders to Intake PFSW staff per existing procedures.  |
| <b>INTAKE PFSW</b> | (1) Receive hospital folder assignments from Unit Clerk per existing procedure.<br>(2) Complete the PFSW Intake Control Log (Attachment I) with the following information: <ul style="list-style-type: none"><li>A. Date Received</li><li>B. Worker File #</li><li>C. MRUN</li><li>D. Patient Name</li><li>E. Admit Date (if Inpatient)</li></ul><br>(3) Update the Control Log as the work is completed daily for each hospital folder. <ul style="list-style-type: none"><li>A. Application Date</li><li>B. Date to Supervisor</li><li>C. Summary of daily activity at the bottom of the log</li></ul> |

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- (4) Submit the yellow copy of the Control Log to the S/PFSW 1 at the end of each day.

**INTAKE S/PFSW I**

- (1) Receive copy of Control Log from PFSW daily.
- (2) Review Control Logs for completeness per instructions in the Intake PFSW's responsibilities, #2 & #3 above.
- (3) Update Control Log as the work is received daily from the PFSW staff.
  - A. Application Date if now known
  - B. Date transferred to Verification Unit
  - C. Date case rejected to PFSW for clarification and/or correction.
- (4) Review Control Log to ensure that Pending Gram and Application Notification Gram, Intake packet with Route Slip attached, and any rejections are submitted timely.
  - A. Pending Gram – same day of application
  - B. Application Notification Gram – same day of application
  - C. Intake packet - same day of application to complete LEADER registration process. *Note:* Incomplete Intake packets will be returned to PFSW after Registration, and are to be re-submitted within 3 days.
  - D. Rejections – within 3 days of receipt
- (5) Conduct individual meetings each week to go over delinquent cases and discuss any problems.

**UNIT CLERK**

- (1) Assign Medi-Cal application to Conversion (a.k.a. Write-Up) PFSW staff per existing procedure.

**CONVERSION PFSW**

- (1) Receive assignment from Unit Clerk per existing procedure.
- (2) Complete the PFSW Conversion Control Log (Attachment II) with the following information:
  - A. Date Received
  - B. Worker File #
  - C. MRUN
  - D. Patient Name
  - E. Admit Date
  - F. Assignment Date

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- (3) Update the Control Log as the work is completed daily for each hospital folder.
    - A. Date to Supervisor
    - B. Case final disposition
    - C. Summary of daily activity at the bottom of the log
  - (4) Submit the yellow copy of the Control Log to the S/PFSW I at the end of each day.
  - (5) Enter the date in red on the Control Log when a rejection is received from the S/PFSW.

**CONVERSION  
S/PFSW**

- (1) Receive Control Log from each worker daily.
- (2) Review Control Logs for completeness per instructions in the Intake PFSW's responsibilities, #2 & #3 above.
- (3) Update Control Log with the following information:
  - A. Date sent to Certifiers
  - B. Date case returned to PFSW for corrections or clarification.
- (4) Review the Control Log with each worker weekly to ensure action is timely, and problems identified and resolved on all unworked cases and/or rejections.
- (5) Complete a separate Control Log when you read a Medi-Cal case for workers who are not assigned to your unit and forward the original to the worker's supervisor.
- (6) Update Control Logs when received from another supervisor who read cases for a worker in your unit.
- (7) Enter date in red on the Control Log when a rejection is given to the PFSW for correction. Control for return of corrected case within 3 working days.

References:	
Approved by: Katherine Salcido (Assistant Hospital Administrator III)	Date: 11/29/2010
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