



## **Revenue Management Patient Dispute Policy**

### **Policy purpose:**

The purpose of this policy is to identify the process for patients to dispute their statement.

### **Process:**

The patient/guardian can call 507-389-8507 to speak to a Patient Financial Services Representative for billing disputes.

1. The Patient Account Representative will review the charges with the patient and if needed will involve the appropriate members of the revenue management team and other cross-functional teams to ensure the charges are accurately billed and filed in insurance appropriately. (Coding, Insurance, Clinical departments)
2. The patient account representative will explain their findings to the patient or guardian.