



Performance Driven. Patient Oriented.

Subject: ARM – Workflow Expectations
Policy: Operations ~ ARM
Applies To: All HCFS Employees
Effective Date: May 8, 2017
Revised Date:

EXPLANATION:

It is the expectation of this organization that all accounts referred to HCFS will be worked proactively and aggressively. As it relates to the Billing and Enrollment Coordinator and Specialist, there is certain hierarchy of work that is to be adhered to unless directed otherwise by the ARM Management Team.

EXPECTATIONS:

- Daily assignment/responsibilities should be approached in the following order (unless otherwise directed by the Manager or their designee).
 1. Entering accounts received via manual process from the hospital or HCFS Eligibility Transfer Report
 2. Work High Dollar accounts in the *Suspense Report*
 - a. High Dollar accounts have a minimum balance of \$50,000 unless a lower balance has been deemed appropriate by the Manager or their designee
 3. Work the *Suspense Report*, Current day suspense
 4. Work the *Suspense Report*, Lapsed days (oldest to newest date order)
 5. Process daily mail.
 6. Checking and respond to (client) emails within one hour of receipt (if only an acknowledgment)
 7. Work *Flagged Accounts*

This Is The End Of This Section.