

FAQ's for Research Account Notification Process

1. Do we have to notify PFS (Patient Financial Services) and/or FHMG (Florida Hospital Medical Group) when patients come in for hospital procedures and are enrolled in a study in which all services are routine care and billable to insurance? If so, what do we include in the email?

Answer:

Yes, PFS and/or FHMG (For FHMG Patients Only) need to be notified even when everything is billable to insurance. We are directing departments to include "Research-Routine Care Only" in the subject line of the email for these notifications. This will assist PFS and/or FHMG in quickly identifying the emails that do not require any scrubbing or removal of research items from the bill.

2. If a patient is admitted to the hospital unrelated to research for another service, do we have to email FHMG and PFS?

Answer:

Currently, we are not asking departments to notify FHMG and PFS for non-research services, since they are not required visits per the research protocol. If it has nothing to do with research, no notification is needed.

Caution: If it is possible that hospitalization is a subject injury related to their participation in a research study, send notification to place the account on hold until a determination is made. If it is determined by the PI that the hospitalization is not related to the study, send notification to release the account.

3. After sending the account notification of a patient being enrolled in a research study to PFS and/or FHMG, is my part is done?

Answer:

No, you will need to follow up with a second notification to inform PFS and/or FHMG if any non-routine care items (To be reimbursed by the sponsor) on the account need to be removed, and identify which items specifically should be removed. If all services performed for that visit are standard of care (routine care) and billable to insurance, please include "Research-Routine Care Only" in the subject line. This will quickly inform PFS and/or FHMG that all charges are billable to insurance and that they only need to add the NCT# and the appropriate codes/modifiers to the account.

4. What happens if I consent a patient during their hospitalization, notify PFS/FHMG of the patient participating in research, and later they screen fail? Do I have to send out another notification to PFS/FHMG?

Answer:

Yes, please send a notification to PFS and/or FHMG via the below email addresses informing them that the patient did not get enrolled into the study and to release the account. This will alert them to release the account to insurance without any research identifiers if they did not qualify to participate in the research study.

FHMG.Revenue.Cycle.Directors@Flhosp.org
FH.PFS.Research.Studies@FLHOSP.ORG

Note: If the patient had any research related items or services that were non-routine (to be reimbursed by the sponsor), as part of the screening process, then you would handle it the same as you do for enrolled patients, informing PFS/FHMG of the items to be removed from the bill.

5. Do I have to notify PFS and/or FHMG when patient comes off study?

Answer:

Yes, FHMG needs notification. When initial notification is sent to FHMG, they are flagged as a research patient in their system, ATHENA, and that flag will stay on their account until someone removes it. When the patient ends their participation in a research study, please notify FHMG so they can remove the flag in their system. PFS does not need any notification. PFS notifications within the hospital are for each individual date of service and the account flag or hold does not show up for subsequent visits.

6. How can I determine if our enrolling physicians(Investigator) are part of FHMG (Florida Hospital Medical Group)?

Answer:

To assist you in determining if the enrolling physician is part of FHMG, we have requested a roster of all FHMG physicians and posted it on our ORI website under the research billing section. FHMG updates this list approximately every two weeks and it is update on the ORI website at that time as well. Therefore, please check our website each time you need to confirm if your enrolling physician is part of FHMG in order to have access to the most current information. You can also look in the Insite website under the Medical Staff department and obtain a monthly physician roster by department to help you determine which group the physician belongs to. Just remember when reviewing the medical staff lists, all physicians on staff (with hospital privileges) are listed including non-FHMG groups. Medical Staff does not equal FHMG.

See links below to the ORI and Medical Staff website to obtain list:

[ORI Website-Research Billing Section](#)

[Medical Staff Website- Physician Roster](#)

How to Navigate to the FHMG Physician List on the ORI website: Open the FH Insite page and click on “Research Services” under the Departments & Campuses link. Under the Pages directory you will find a quick link entitled “ORI: Office of Research Integrity”. Click on this link and there should be a list of attachments at the bottom of the page. One of these attachments will be entitled “FHMG Physician List”. This will contain an up to date listing of our FHMG Physicians.

7. Who do I notify when it comes to my attention that a Patient does not show up for their scheduled research visit and PFS and/or FHMG was previously notified?

Answer:

If you previously notified PFS/FHMG of a patient visit, you must send a notification to them letting them know the patient did not show up in addition to providing them with the rescheduled visit date if applicable.

8. What happens if the research patient comes in for a routine care visit at an FHMG facility that is not related to research and not required per protocol? Do I have to notify FHMG?

Answer:

No, if this visit is not related to the research study and not part of a required protocol visit, you would not need to notify FHMG. You would likely not know about the visit until after it occurred and would not be expected to know about it. The visit would be routine care and billable without any research codes and modifiers.

9. I have a patient coming in for a research visit at an FHMG facility where they will have both routine care items (billable) and non-routine care items (research specific items covered by sponsor). Who do I notify, FHMG or PFS?

Answer:

You will notify the FHMG Revenue Cycle Directors mailbox since they will be seen at their facility, and the patient is not having services within the hospital.

10. Since the notification process changed, does that mean that the account reconciliation process also changed?

Answer:

No, after you have sent your initial research patient account notification, you must send an account reconciliation notification to PFS/FHMG. Currently this process has not changed.

11. Is it required to include the FIN number at the time of research account notification? What if I don't have it available?

Answer:

If the FIN number is available, please provide. If it is not available, but you have all other requested patient information, go ahead and send the notification. Do not delay the notification for lack of FIN only. This may occur when sending notification in advance of a scheduled visit, prior to actual date of service.

*If you have any further questions or inquiries, please don't hesitate to contact our office. We can be reached by phone at **407-303-8793** or via email at **FH Office of Research Integrity**. Thank you for your patience as we continue to map out our research billing process and work on making improvements to it. Our team is committed to providing you with additional updates and will communicate any changes in the process via this correspondence.*