

**Texas Tech University Health Sciences Center  
Billing Compliance Program Policy and Procedure**

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| <b>2 Vision, Mission &amp; Values Statement</b> |                                       |
| <b>Approved: March 11, 2011</b>                 | <b>Effective Date: March 11, 2011</b> |
| <b>Latest Revision: June 1, 2015</b>            |                                       |

**A. PURPOSE**

To communicate the philosophy of the TTUHSC Billing Compliance Program within the Office of Institutional Compliance.

**B. POLICY**

Billing Compliance staff shall adopt and follow the standards outlined in the Vision, Mission and Values Statements contained in this policy.

**C. SCOPE**

This policy applies to all staff in the TTUHSC Billing Compliance Office.

**D. PROCEDURES**

1. Billing Compliance Program Vision, Mission & Values Statement

Attachment "A" represents the Billing Compliance Program's Vision, Mission & Values Statement.

2. Responsibilities of Billing Compliance Directors.

Each Billing Compliance Director/Officer shall:

- a) Incorporate the Billing Compliance Vision, Mission & Values Statement in their daily job functions and activities;
- b) Include the Billing Compliance Program Vision, Mission & Values Statement as part of their mandatory billing compliance training sessions.

**A. ADMINISTRATION AND INTERPRETATIONS, REVISIONS, TERMINATION**

Refer to Billing Compliance Program Policy and Procedure [1.0 Policy Development and Implementation](#)

Failure to comply with this policy shall result in appropriate disciplinary action.

This policy shall be reviewed no later than April 1 in each odd-numbered year.

## **TTUHSC BILLING COMPLIANCE PROGRAM VISION, MISSION AND VALUES**

### **VISION & MISSION**

Our vision is to reduce the submission of improper health care billing claims by TTUHSC. In support of this vision, our mission is to establish an effective billing compliance program for TTUHSC clinical practices in accordance with state and federal standards. Our offices will provide providers and their staff with appropriate information to assure awareness of proper billing for health care items and services. In addition, billing compliance staff will assess the effectiveness and quality of the billing compliance program to ensure compliance with coding and billing standards.

### **VALUES**

To fulfill the vision and mission of the Billing Compliance Program, we will:

1. Operate with the understanding that TTUHSC faculty and staff want to provide quality health care that is accurately documented and billed.
2. Provide accurate, concise and current information and advice to TTUHSC clinical departments on proper documentation and billing of health care items and services;
3. Conduct education programs that are robust and relevant to providers and their staff;
4. Conduct monitoring and auditing activities to verify compliance with applicable federal, state and private payer billing standards as well as to identify and correct improper billing of health care items and services;
5. Foster, develop and support values of knowledge, honesty, integrity, respect and professionalism.
6. Promote a collaborative and supportive environment between and among ourselves and the clinical departments we assist.
7. Obtain and maintain expertise in our field of knowledge related to proper documentation and billing of health care items and services.
8. Use problem solving skills to provide options and alternatives to support proper billing of health care items or services.
9. Focus on corrective actions that emphasize education, recommending consistent disciplinary actions when warranted.
10. Promptly report known or identified fraud, waste and abuse through internal resources.