

MEDFORD

Complete Integrative Care
3156 State St., Medford, OR 97504
(541) 773-9772
(541) 773-1113



EAGLE POINT

Complete Care Health Centers
1296 South Shasta Ave. Eagle Point, OR 97524
3132 State St., Medford, OR 97504
(541) 830-4325
(541) 826-2620

Procedure Title:	Billing Liability Waivers for Injection Procedures
Date:	03/20/25
Version:	1
Department:	All
Approved By:	Melissa Carrigan

Purpose:

To ensure that all departments understand the process for properly obtaining billing liability waivers for injection procedures, including but not limited to joint, ligament, tendon, tendon sheath, and trigger point injections.

Scope:

This SOP applies to the Reception, Billing, Medical Assistant (MA), and Provider staff involved in scheduling, preparing, and processing billing liability waivers for injection procedures.

Procedure:

1. Verification of Prior Authorization/Predetermination

- Prior to scheduling an injection procedure, **Reception** and **MA staff** must ensure that:
 - A **Prior Authorization request** (for commercial insurance patients) has been submitted.
 - A **Predetermination request** (for Medicare Advantage Plan patients) has been submitted, unless the patient is receiving **prolotherapy**, which does not require predetermination as it is a non-covered benefit.

2. Billing Staff Preparation

- The day prior to the appointment, **Billing staff** will:
 - Run the **Daily Accounts Receivable (DAR) report**.
 - Prepare the required **billing waivers** for patient acknowledgment and signature.
 - Identify and prepare the appropriate waiver based on the patient's insurance:
 - **Non-Covered Service Waiver** (for commercial insurance patients).

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- **OHP Waiver** (for patients with **OHP, Medicaid-OR, CareOregon, or Allcare** plans).
- **ABN (Advanced Beneficiary Notice)** (for **Medicare Part B and Medicare Advantage** patients).
- Pre-fill all waiver fields **except** the CPT codes and total charges.
- Add notes in the **DAR report** indicating:
 - Which waiver needs to be obtained.
 - Any additional billing information.
 - Confirmation that the waiver has been given to the **MA staff**.
- Print all waivers and deliver them to the applicable **MA staff**.

3. Medical Assistant Responsibilities

- The **MA staff** will:
 - **Prepare all procedure consent forms** in advance.
 - On the **day of the appointment**:
 - Have the **patient sign the consent forms** prior to the provider entering the room.
 - Hand the **waiver form to the provider** for finalization.

4. Provider Responsibilities

- During the patient visit, the **Provider** will:
 - Assess the patient and determine the required injections for the date of service.
 - **Complete the billing waiver by**:
 - Circling all applicable CPT codes on the **Non-Covered Service Waiver**.
 - Handwriting the CPT codes and total charge amount on the **OHP or ABN waiver**. *Please see "Pricing for Injection Procedures" document for CPT codes and pricing. Located on the last page of this SOP.*
 - Obtain the **patient's signature** on the waiver before performing the procedure.

5. Post-Procedure Responsibilities

- After the procedure, the **Provider** will:
 - Bring all completed forms to the **MA staff**.
- The **MA staff** will:
 - Verify that all waiver fields are completed correctly.
 - If patient payment is required:
 - Send an **Athena chat message** to Reception indicating:

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- The patient is on the way to check out.
 - The amount to be collected.
 - Provide all signed waivers to the **Front Office Lead**.
- The **Reception team** will:
 - Ensure all required payments are collected before the patient leaves.
- The **Front Office Lead** will:
 - Fax all forms via Athena by the end of the shift.
 - Ensure all forms are scanned into the patient's chart the same day.

Compliance and Accountability

- All staff must follow this SOP to ensure billing accuracy and proper patient financial acknowledgment.
- Any missing or incomplete waivers must be addressed immediately before the procedure is billed.

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Pricing for Injection Procedures

Procedure Description	CPT CODE	Pricing
[] Injection(s); tendon sheath/ligament	20550	\$179.00 per site
[] Injection(s) single tendon	20551	\$164.00 per site
[] Trigger Point Injection(s) 3 or more	20553	\$193.00
[] Trigger Point Injection(s) 1-2 muscles	20552	\$168.00
[] Injection/aspiration of small joint (eg, fingers, toes)	20600	\$165.00 per site
[] Injection/aspiration of intermediate joint (eg, temporomandibular, acromioclavicular, wrist, elbow or ankle, olecranon bursa)	20605	\$171.00 per site
[] Injection/aspiration of large joint (eg, shoulder, hip, knee, subacromial bursa)	20610	\$202.00 per site
[] Other _____	_____	\$ _____