Billing and Collections
Policy and Procedures

I. PURPOSE

To provide a regular streamlined process for cost recovery, DRI has implemented the following standards for its billing processes associated with the DRI Clinical Research Core (DRI ResCore).

II. SERVICES

- Services for **people**, such as patient recruitment, patient scheduling, database management/RedCap;
- Services for **transportation**, which would include transportation needs for specific patients related to specific research studies.

III. CHARGES

Services provided by the DRI ResCore might have recurring or one-time costs associated with them. Each service with associated costs will have a clear statement in the DRI ResCore Catalog of the rate (how much is charged per length of time) and the unit (what bases charges are incremented along).

Should costs change for any services, notifications will be sent to the DRI ResCore Billing list. Changes to charges will go into effect no sooner then one full billing cycle after being announced.

DRI ResCore Medical Service Representatives - $27.00/hr. (effective 2/1/15)

DRI Data Analyst - % of time in LAM

Transportation – billed as transportation costs are incurred. Delaware Express rates apply. No upcharge is incurred.

Initiation, termination, or significant changes to services may incur a one-time charge.

IV. BILLING CYCLES

The monthly billing cycle runs from the first through the end of the month. Invoices will be sent, followed up by journal voucher processing.
V. ESCLATION PROCEDURE

In the event of dissatisfaction with the billing procedure, escalation should follow the following path:

1. Martha Callahan, DRI ResCore Supervisor
2. Marlo Goss, DRI Business Manager
3. Thomas Buchanan, DRI Director

Questions related to this policy may be directed to the DRI Business Manager at x3184.