



ADLER UNIVERSITY

Script for Healthy Hospital Billing Scenario

Recently, the hospital has become short staffed due to turnover and unexpected layoffs. This has left Imani's team very short staffed. Imani now has the responsibility of 1.5 billing and coding specialists, leaving Imani feeling overworked and very stressed out.

One day at the end of the work week, Imani was feeling pressured to submit all the medical billing requests that were piled on her desk. Due to pressure from her boss to get her work done by the end of the week, Imani was feeling very stressed because time was running out for her to complete a significant amount of work. Imani must review each insurance company's website before submitting a request for payment to reimburse the hospital. This is required to ensure that the correct billing and coding information is applied to ensure prompt payment to the hospital. Imani is feeling pressured to get her work done faster to meet the request of her supervisor. What should she do?

Student Choices:

1. Imani decides to be thorough and check each insurance company website.
2. Imani decides to perform her work quickly to ensure that she meets her supervisor's deadline.

If student chooses option 1:

Imani checks the websites for each insurance company to properly include the required billing and coding information for each invoice. This choice ensures that the hospital will be reimbursed, but it means that Imani will not meet her supervisor's request.

Due to Imani's decision to take the time to check each insurance company website, she does not complete her work on time and her supervisor is upset.

If student chooses option 2:

Imani decides to avoid checking each insurance company's website because she is certain she can get the billing & coding information right due to her experience on the job. This decision allows Imani to complete her work on time to satisfy her supervisor.

Due to Imani's decision to forego the proper vetting of the insurance company website, there are several errors in the billing and coding invoices that Imani sent to the insurance companies. This decision resulted in the hospital not being properly reimbursed for medical care.