

**Code Revisions:** Added highlighted language under II.A (Below)

II. Interactions with Payers (Code page 4)

A. Billing Policies and Procedures

AAHomecare encourages all Members to adopt business practices that include policies and procedures to promote accurate billing. Members should avoid intentional conduct that includes the following:

- Billing for items or services not provided;
- Billing for a more expensive item or service when a less expensive one was actually provided (“upcoding”);
- Billing for new equipment but providing used equipment;
- Altering or falsifying medical necessity or other documentation required by the payer.

Members should also have internal policies to periodically monitor their billing practices and to ensure that patient credit balances or identified over payments are promptly refunded. **Over payments to government payers are refunded within 60 days of the date the over payment is identified.**

**FAQ Revisions**

- Format margins
- Delete question B.2 (below) and renumber Q & A under section B.

**B. Interactions with Patients (Section I of Code) (FAQs page 3)**

~~2) Is it consistent with the Code for a Member retail pharmacy to offer or give its customers coupons, rebates or other rewards as part of a promotion?~~

~~Awards of coupons, rebates and or other rewards by a retailer to its customers maybe consistent with the Code's ethical guidelines when the reward program is offered to members of the public on equal terms regardless of customers' health insurance status and the rewards are not tied to the sale or provision of other items or services that are reimbursed in whole or in part by a federal or state health care program~~