The Indian Health Service *Revenue Operations Manual* provides a system-wide reference resource for IHS, Tribal, and Urban (I/T/U) facilities across the United States, to assist staff with functions related to business operation procedures and processes.

The *Revenue Operations Manual* is divided into five (5) parts, and includes a dictionary of **Acronyms** and a **Glossary**.

Part 1 - Administrative Roles and Responsibilities

Contents

1. Overview of Revenue Operations

2. IHS Laws, Regulations, and Policies

3. Business Office Management

4. Business Office Staff

5. Business Office Quality Process Improvement

6. Compliance

Attachments: Practice Management Suite Overview , RPMS Security Key List

Part 2 - Patient Registration

Contents

1. Overview of Patient Registration

2. Patient Eligibility, Rights & Grievances

3. Direct Care and Purchased/Referred Care (PRC)

4. Registration, Discharge, and Transfer

5. Third Party Coverage

6. Scheduling Appointments

7. Benefit Coordination

Attachments: FMRCA Resource Book, VA Medical Benefits User Guide

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Part 3 - Coding

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Part 4 - Billing

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Attachments: FMCRA Resource Book, Pharmacy POS Tutorial, VA Medical Benefits User Guide

Part 5 - Account Management

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Attachments: All Codes Master List, Example Adjustment Analysis, VA Medical Benefits User Guide