



# Center for Imaging Research Standard

## **BILLING / CANCELLATION**

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Category: Center for Imaging Research Standard

Procedure #: CIR.SOP.4A

Applies to: Investigators, study personnel, MRI staff.

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### **PURPOSE:**

Establish a standard operating procedure for the generation of invoices, specifying any, scanner fees, applicable late fees, or penalties. Enabling effective record-keeping, accurate financial reporting, and mitigating disputes or misunderstandings related to billing and payments.

### **DEFINITIONS:**

- **Online Appointment Scheduler:** A web-based portal, iLab, utilized for scheduling and billing system usage

### **POLICY:**

- A. All utilized time must be recorded on the CIR's Online Appointment Scheduler.
- B. All scheduling is on a first-come, first-serve basis, though CIR administration reserves the right to alter the schedule.
- C. All usage time on the scanners will be chargeable according to the CIR's Online Appointment Scheduler.
- D. Audits of scanner control access will be used to verify users are properly charged.
- E. Use of a scanner without a chargeable account will be billed to the PI with an additional \$25-per-hour administrative fee.
- F. If your appointment goes beyond the initially scheduled and approved duration, your appointment time will be adjusted to reflect the actual time used, and charges will be applied accordingly.
- G. If a study requires site qualification on both scanners the first exam will be covered through the studies setup fees. The second will be billed separately.
- H. iLab time slots can be held by request for a maximum of three days before they are released back to the general user group. A maximum of 1 appointment may be held at a time, per study team.
- I. Clinical trials, scheduled and billed through EPIC will receive no charge for the correlated appointment reservation in iLab.

## Cancellations and unused scanner time:

- A. No charge will be made for cancellations made more than 14 days before the schedule time slot.
- B. Appointment times cannot be moved or shortened 14 days before the scheduled time slot without incurring a cancellation charge.
- C. There will be no charge for cancelled time that is utilized by another investigator.
- D. Each project is allowed two no-charge cancellations or no-shows per month. Cancellations or no-shows beyond that limit are charged full price. The only exception to this is cancellation due to a severe weather warning issued by the Southeast Wisconsin National Weather Service office. These will not count against the 2 "free" cancellations.
- E. There will be no charge for time that was canceled because of the malfunction or failure of scanners or major CIR-maintained equipment. This does not include failure or malfunction of investigator-provided equipment or the lack of availability of research subjects.
- F. Clinical trials scheduled and billed in EPIC, will not be charged a cancellation fee for the correlated time reserved in iLab.
- G. If an appointment is only partially completed (due to claustrophobia, discomfort, illness, etc.), the appointment will be separated out into the amount that was used. The second half will be entered as a cancellation so that it may count towards the two free cancellations (if they have not yet been used).
- H. Overdue scanner charges: Investigators whose billed charges are more than 90 days past due will be given notice that their use of scanner facilities will be withheld, if all billed charges are not paid within 30 days of that notice.
- I. Clinical patients that are 7mins or later to their scheduled table time will be marked as a no show in EPIC and must reschedule.
  - a. If a clinical patient arrives after the 7-minute time point or gives advanced notice they will, and a later appointment time is available, they may still be scanned. The change to appointment time must be appropriately reflected in EPIC/iLab and should be noted to the patient as a reschedule.

## PROCEDURES:

- A. All utilized time will be billed through the CIR's online appointment scheduler (iLab)
- B. Scanner time for human research is billed monthly in quarter-hour increments. Scanner time for animal research is billed monthly in whole-hour increments.
- C. Billing for new studies is established following the CIR's [billing workflows](#).

**Effective Date:** 09/07/23

**Review Due:** 06/09/26

**Revision History:** 06/09/24