

**Report on Compliance for the  
University of Illinois Hospital and Health Science System (UI Health)**

**Clinical Research Billing**

Clinical research billing compliance efforts were bolstered with Epic implementation through improvements in oversight structures/processes, policies and procedures, training, and monitoring. In the oversight area, UI Health, in collaboration with the Office of the Vice Chancellor for Research, established the UI Health Clinical Research Finance Office (CRFO) to help facilitate research activity, expand access for patients, and provide accurate and timely charge review while mitigating risk of noncompliance with federal regulations.

In the policies/procedures area, UI Health, with support from the Office of the Vice Chancellor for Research, created four new policies to support research billing efforts in Epic. Websites have also been updated to reflect these new policies and processes. In the area of training, researchers and study staff completed Epic training with many receiving specialized training from the CFRO. Additional support mechanisms have also been put into place to assist researchers and staff. Best Practice Hour Seminars on how to open a study in Epic are also being facilitated with the assistance of the Center for Clinical and Translational Science.

Finally, in the area of monitoring, Epic provides increased visibility between research and clinical activities, bringing the ability for enhanced reporting and monitoring of clinical activities. Evaluation of ongoing effort effectiveness are underway with the development of metrics for improved planning of institutional resources and mitigation of noncompliance with applicable regulations, including third-party payor denials of payments associated with clinical research.

**Selected Program Progress**

Enhancements to our compliance efforts continue to be refined and expanded, including:

1. The development of 5-minute educational videos on important compliance topics, including Emergency Medical Treatment and Labor Act and the 2021 Medicare Evaluations and Management changes. Each video is accompanied by a printable resource page that reiterates key points from the video, provides links to important resources, and identifies points of contact.
2. Targeted training on how and what to report to our compliance hotline along with online reporting capabilities has increased reporting by nearly 32% this calendar year.

3. Vendors that provide administrative and/or healthcare services are completing certifications attesting to compliance with certain Medicare compliance program expectations.

In conclusion, there is a great focus and commitment across all levels to leverage Epic to improve all aspects of patient care, standardize processes and mitigate risks of noncompliance.

Nicole Almiro, JD  
Interim Chief Compliance Officer  
UI Health