

Client Rights & Responsibilities

Summary: This document outlines the rights and responsibilities of healthcare providers and covered entities that engage Coastal Medical Billing for medical billing and related services.

Client Rights & Responsibilities — Coastal Medical Billing

Effective Date: May 5, 2026

Last Revised: May 5, 2026

Purpose

Coastal Medical Billing values the relationships we maintain with the healthcare providers and covered entities we serve. This document describes the rights you have as a client and the responsibilities we share to ensure effective, compliant, and high-quality billing services.

Client Rights

As a client of Coastal Medical Billing, you have the right to:

1. **Transparent Communication** — Receive clear, timely, and honest communication about the status of your billing operations, claims, and account.
2. **Accurate Billing** — Expect that all claims submitted on your behalf are coded accurately, submitted in compliance with payer requirements, and consistent with applicable coding guidelines and federal and state law.
3. **Confidentiality** — Have your proprietary business information and all PHI handled with the highest level of confidentiality, in accordance with HIPAA, the HITECH Act, and the terms of our Business Associate Agreement.
4. **Access to Records** — Request access to billing records, reports, and documentation maintained by Coastal Medical Billing on your behalf, subject to the terms of your service agreement.
5. **BAA Execution** — Receive and execute a Business Associate Agreement prior to the commencement of any services involving PHI, as required by HIPAA.
6. **Compliance Program** — Expect that Coastal Medical Billing maintains an active compliance program designed to prevent, detect, and correct fraud, waste, and abuse.
7. **Breach Notification** — Be notified promptly in the event of a breach of unsecured PHI, in accordance with HIPAA and Georgia law.
8. **Complaint Resolution** — Raise concerns or complaints about our services and receive a prompt, professional response.
9. **Service Termination** — Terminate services in accordance with the terms of your service agreement, with reasonable transition support.

Client Responsibilities

As a client, you share the following responsibilities:

1. **Accurate Information** — Provide accurate, complete, and timely clinical documentation, patient demographic information, and insurance data necessary for accurate claims submission.
2. **Regulatory Compliance** — Maintain your own compliance with HIPAA, federal and state regulations, and payer requirements applicable to your practice or facility.
3. **BAA Execution** — Execute a Business Associate Agreement with Coastal Medical Billing prior to sharing PHI.

4. **Timely Communication** — Notify Coastal Medical Billing promptly of changes to your practice information, payer contracts, provider credentials, and other factors that affect billing operations.
5. **Fee Payment** — Pay fees for services rendered in accordance with the terms of your service agreement.
6. **Cooperation** — Cooperate with audits, reviews, and information requests necessary for compliance and quality assurance.
7. **Incident Reporting** — Report any suspected fraud, compliance concern, or security incident to Coastal Medical Billing promptly.

Questions and Concerns

If you have questions about your rights and responsibilities, or wish to raise a concern, please contact:

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Revision History

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May 5, 2026	1.0	Initial publication