



Origination:	08/2000
Last Approved:	08/2017
Last Revised:	08/2017
Next Review:	08/2019
Owner:	Jody Suminski: Director of Patient Financial Services
Policy Area:	Business Center
References:	

Collections

REFERENCE: BUS2001

Purpose:

To provide a consistent method to collect patient accounts with a minimum of pressure on the guarantor and handling in the hospital Business Office.

Policy and Procedure:

1. TO BE COMPLETED PRIOR TO SELF-PAY COLLECTION-
 - a. All applicable insurance must be billed and payment received or explanation noted for non-payment.
 - b. Private Pay accounts (no insurance) have a self pay discount applied and are billed as self pay immediately.
 - c. Guarantor Statements are sent once each month unless otherwise stated below.
 - i. All statements have a message indicating that if unable to pay the bill in full, contact Business Office to make payment arrangements or to get information on Financial Assistance.
 - ii. Home Health Statements sent by the 5th of the month.
 - iii. FMCH and FMP&S statements are sent by the Early Out Vendor per the early out process flow chart. see attached
2. REFERRAL FOR FINAL NOTICE LETTER Those accounts meeting the following conditions will then qualify for a Final Notice:
 - a. FMCH and FMP&S
 - i. Sent by Early out Vendor per the early out process flow chart. see attached
 - b. Home Health
 - i. Account still has a self-pay balance
 - ii. There are no problems to be resolved
 - iii. Payment arrangements have not been made
 - iv. Regular payments are not being made (without arrangements)
3. REFERRAL TO BAD DEBT AGENCY – Accounts that meet the following criteria will qualify for listing with

our collection agency –

- a. Account has a self-pay balance
- b. FMCH and FMP&S
 - a. Account has been through the Early out Vendor Process. see attached.
 - b. Early out vendor returned the account to us and we reviewed.
- c. Home Health
 - a. Patient/Guarantor has recieved 3 statements
 - b. Patient/Guarantor recieved at minimum one phone call
 - c. A Final Notice has been sent to Patient/Guarantor
 - d. Guarantor has failed to make payment arrangements

Attachments:

[Collection Flow Chart.pdf](#)

Approval Signatures

Step Description	Approver	Date
	Jody Suminski: Director of Patient Financial Services	08/2017

Early Out Process

