

Policy: Patient/Guarantor Billing and Collections

DEPARTMENT SPECIFIC: Only affects one department.							
Folder	Business Office			Sub-Folder (If Applicable)	Click here to enter text.		
Effective Date	6/30/2017	Approved Approver/Date	Dana Mathis, Manager 6/30/17 & Steve Haas, CFO 6/30/17				
Last Reviewed/ Revised Date	6/30/2017	OSHA Category (If Applicable)	Choose an item	Standard (If Applicable)	Click here to enter text.	Number of pages	2

PURPOSE:

To establish a process of managing, billing, and collecting patient/guarantor responsible balances due to Southeast Health Center of Stoddard County (“SEH Stoddard”) for services provided to the patient/guarantor.

SKILL LEVEL: Patient Financial Services

GUIDELINES:

SEH Stoddard will assist all patients in the billing of insurance claims to governmental agencies, commercial insurance carriers and other third party payers. This policy outlines the process for managing all patient/guarantor responsible balances due to SEH Stoddard for services provided. Self-pay patients/guarantors (patients without health care insurance) will be cooperated with fully while being encouraged to satisfy their financial obligations to SEH Stoddard on a timely basis. An atmosphere of mutual understanding between the patients we serve and SEH Stoddard will be maintained at all times. SEH Stoddard will only bill for services actually provided to patients and will provide assistance to patients seeking to understand the cost of their care. Staff will also attempt to resolve questions and objections to the satisfaction of the patient.

PROCEDURE:

1. All patients/guarantors will be provided a billing statement with a summary of charges, insurance payments / adjustments and balance due from the patient / guarantor.
2. SEH Stoddard will conduct account follow-up with patients/guarantors as follows:
 - Billing statements will be sent to the patient/guarantor routinely every 30 days with payment options, including information regarding Financial Assistance / Charity Care / Uninsured Discount
 - At 90 days from the initial billing statement, unresolved accounts will receive a “Final Demand” for payment statement. At this time the account will qualify for collection action

- At 120 days from the initial billing statement, unresolved accounts may be placed with an external collection agency

3. SEH Stoddard offers several different payment options to settle accounts:

- Payment in full:
 - Cash, Check, MasterCard, Visa, Discover
- Three equal installments over 90 days
- Short term monthly payment arrangements may be established to resolve the account balance within 12 equal monthly installments
- Terms longer than twelve (12) months may be considered based upon special circumstances and approved by Director – Revenue Cycle
- Financial Assistance / Charity Care / Uninsured Discount is available, refer to the policy guidelines

4. Collection Agency: Unresolved accounts will be assigned at 120 days from initial billing and will remain with the primary collection agency for 120 days from placement.

- Collections efforts will be conducted utilizing patient/guarantor billing statements, collection letters and telephone contact
- Payment arrangements are available as stated above
- Financial Assistance / Charity Care / Uninsured Discounts are available as stated above
- Unresolved accounts are subject to credit bureau reporting at 60 days from placement with the collection agency
- Unresolved accounts are subject to legal action at 120 days from placement with the collection agency. Any collection costs incurred, such as attorney fees and/or court costs will become the responsibility of the patient /guarantor and will be added to the account balance

5. Bad Debt: Unresolved accounts that have completed the collection process will be considered “uncollectable” and subject to bad debt write-off

REFERENCES:

77 Fed. Reg. 38147, 38154, 38155

Prop. Treas. Reg. 1.501(r)-1(b) (14), 77 Fed. Reg. 38147, 38161

Prop. Treas. Reg. 1.501(r)-5(d), 77 Fed. Reg. 38147, 38161

Prop. Treas. Reg. 1.501(r)-6(b) (4), 77 Fed. Reg. 38147, 38161

IRC 501(r) (6)

77 Fed. Reg. 38147, 38156

Attachments: N/A