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| SUBJECT | COLLECTION PROCEDURES |
| PURPOSE | To maintain adequate cash flow and consistent application of financial policies. |
| POLICY | <p>Before surgery, patient's insurance information is collected and benefits are verified. Patient deductibles and known co-pays will be calculated, and patient may be notified of their expected payment on the day of service. Front desk personnel will collect amount due upon patient's arrival for procedure. Methods of payment are cash, check or credit card. Self pay patients will be expected to pay the entire estimated amount on the day of service.</p> <p>After surgery is performed, appropriate charges will be entered and claim generated, if appropriate. Once insurance has processed, a balance bill statement will be generated to the patient for any remaining responsibility. If self pay patients have any remaining responsibility, a statement will be generated.</p> <p>Statements will be sent out monthly. Progressive collection attempts will only occur if no payments or payment plans have been received.</p> <p>After the third statement, if no payments are received, escalated attempts to collect the debt will be made. If the patient has made no arrangements or attempts to resolve the debt at this point, the services of a third party collection vendor will be engaged.</p> <p>Payment plans may be arranged at the discretion of the account receivable department; however, adequate regular payments must be received in order to keep the account in good standing.</p> <p>If payment plans are set up by the patient through ePayHealthcare, the patient is responsible for the fee to set up the plan.</p> <p>Patients with bad debt history in the facility must pay their old balance in full, and any anticipated current responsibility, before they can receive additional services.</p> |