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Effective:	1/25/2021
Last Approved:	1/25/2021
Last Revised:	1/25/2021
Next Review:	1/25/2024
Owner:	<i>Jennifer Rowan: Director Patient Financial Services Patient Accounting</i>
Area:	<i>Standards & Regulations:</i>
Standards & Regulations:	<i>Mon Health Medical Center</i>
Applicability:	

Collection of Private Pay Accounts, 131

Policy:

The Patient Accounting staff will utilize the following policy in regard to collection of private pay accounts.

RESPONSIBILITY:

Financial Assistant Counselor, Sr Financial Representative, Patient Accounting Manager, Extended Business Office Vendor.

PROCEDURE:

- A. A Summary of Charges will be mailed to the guarantor through statement processing once patient liability is established. The message instructs the guarantor to make payment in full or to call to negotiate a payment agreement.
- B. Day 15, after initial statement, the account will be transferred to our Extended Business Office, Keybridge Medical Revenue Care, for further processing,
- C. Minimum guarantor balance (under \$10.00) to be adjusted off
- D. The account will continue to progress through Self-Pay Levels each 30 days as additional statements are mailed to Self-Pay Level 4 and 120 days have passed
- E. The final file is sent to our Presumptive Charity vendor for processing. Once the presumptive process is complete the file is returned with indications of approved or denied for Presumptive Charity. All approved are adjusted to Presumptive Charity. Denied accounts not paid within the 120 days will be placed with Debt Collection Partners
- F. During this Billing Cycle, the patient will be notified of our financial assistance policy on billing statements, through in person and telephone conversations regarding bill payment or through our website.
- G. If a patient requests Financial Assistance during the billing cycle, the Financial Assistance Application Form will be provided to the patient and the patient will have 30 days to return the application
- H. If account(s) reaches primary bad debt placement, Debt Collection Partners, the patient will have 60 days to work with the agency to set up any payment arrangement, or notify them of any errors.

- I. Accounts will be reviewed during bad debt collections processes for potential for legal collections effort. If the account is deemed worthless and all activity has ceased, the account will be closed, returned from the agency, and adjusted from the Bad Debt Receivables.
- J. Patients may request a copy of this procedure as well as the financial assistance policy and amounts generally billed definition by contacting the departments of customer service, patient financial services or financial counselling. If the account is deemed worthless and all activity has ceased, the account will be closed, returned from the agency, and adjusted from the Bad Debt Receivables.
- K. Patients may request a copy of this procedure as well as the financial assistance policy and amounts generally billed definition by contacting the departments of customer service, patient financial services or financial counselling

Attachments

No Attachments

Approval Signatures

Step Description	Approver	Date
Administrative Approval	Candi Powers: Chief Revenue Cycle Officer	1/25/2021
	Jennifer Rowan: Director Patient Financial Services	1/25/2021

Applicability

Mon Health Medical Center