



TITLE: COLLECTIONS POLICY

POLICY NUMBER: REV0003

EFFECTIVE DATE: 08/01/2016	REVIEWED DATE:
REVISED DATE: 05/09/2017	RETIRED DATE:
ORIGINATING DEPARTMENT: Revenue Cycle	ORIGINATION DATE: 07/13/2016
APPROVED BY: Amy Tolliver	APPROVAL DATE: 07/13/2016
DISTRIBUTION: To Registration and PFS Employees	
CORPORATE COMPLIANCE APPROVAL (IF APPLICABLE):	
	DATE:

POLICY:

All self-pay accounts that have not been identified as Charity accounts through third party account review or through a Charity Application and do not have approved payment terms set up in the system, with a signed promissory letter on file, will be outsourced to the currently contracted vendor for collection follow-up following the issuance of three statements and one collection letter by the hospital. All accounts will remain with the hospital and receive the letters and statements mentioned above for a minimum of 121 days from the date of service. Following this period, accounts without either an approved payment plan or charity status are sent to collections. Once with collections, these accounts will be subject to credit reporting, additional collection activities from the collection agency, and garnishment lawsuits. Self-pay accounts are defined as those accounts where no insurance or other third party coverage exists or where all insurance payments have been made leaving a balance that is the Patient/Guarantor’s responsibility.

In order to identify all patients who are eligible for charity care we will offer the Charity Care Coverage and Financial Assistance Policy and the application to all private pay patients on the date service. These documents will also be sent by mail free of charge to all private pay patients who request them. These documents will also be available in the hospital lobby and on the hospital’s website. In addition to providing these documents, Magee General Hospital will perform a third party review of all Private Pay accounts registered the previous month on a monthly basis, to check for patients who are eligible for charity care. Patients identified as eligible, will have their accounts adjusted to charity. Magee General Hospital will also perform a third party review of all Private Pay accounts returned as uninsured after billing on a monthly basis, to check for patients who are eligible for charity care. Patients identified as eligible, will have their accounts adjusted to charity. This will allow for all patients who are eligible for charity care to be identified prior to any extraordinary collection activities.

PURPOSE:

To ensure that accounts are sent to collections in a consistent manner following appropriate collection attempts and all reasonable attempts to identify patients who are eligible for assistance through the Charity Care Coverage and Financial Assistance Policy..