

**RIVERSIDE UNIVERSITY HEALTH SYSTEM – MEDICAL CENTER
PATIENT ACCOUNTS DEPARTMENT - CUSTOMER SUPPORT**

		Document No: 707	Page 1 of 2
Title: TRANSFER TO COLLECTION AGENCY	Effective Date: 08/01/2023	<input type="checkbox"/> RUHS – Behavioral Health <input type="checkbox"/> RUHS – Community Health Centers <input type="checkbox"/> RUHS – Hospital Based Clinics <input type="checkbox"/> RUHS – Medical Center <input type="checkbox"/> RUHS – Public Health <input checked="" type="checkbox"/> Departmental	
		<input type="checkbox"/> Policy <input checked="" type="checkbox"/> Procedure <input type="checkbox"/> Guideline	
Approved By: <i>Sarah A Acosta</i>		Sarah Acosta Executive Director of Revenue Cycle	

1. SCOPE

- 1.1 The purpose of this procedure is to provide a clear and consistent guidance on assignment of uncollectable accounts to an outside collection agency.

2. DEFINITIONS

- 2.1 Detention Health: Health services provided to people who are incarcerated.
- 2.2 CMRE: Collection agency
- 2.3 CBB: Collection agency
- 2.4 Epic: Electronic Medical Record and patient billing system.
- 2.5 FTP: A protocol designed for transferring files over the Internet.

3. PROCEDURES

- 3.1 If the patient does not cooperate in resolving the outstanding balance, their accounts will be transferred to a collection agency under the following conditions.
- a. No knowledge of medical coverage.
 - b. Skip trace efforts completed.
 - c. Unable to contact and/or patient refuses to make acceptable payment arrangements.
 - d. Minimum of 3 phone calls, 4 statements and a final notice.
 - If balance is under \$1,000.00 minimum of 2 calls, 4 statements and a final notice are acceptable.
 - e. If the account meets one or more of the listed exceptions below, the account may be transferred manually to collection agency without meeting condition 3.1d.
 - Phone disconnected, no other numbers.
 - Patient verbally requested to cease further contact.
 - Skip trace efforts completed.
 - No knowledge of medical coverage.
 - f. All collection attempts unsuccessful
 - g. A "Good Bye Letter" has been issued.
- 3.2 Accounts will qualify for a data extract if the following criteria is met.

- a. The account is Self-Pay
 - b. The account is Self-Pay with Epic follow up level 5
 - c. The account is 150 days since the first statement date
 - d. The Self Pay bucket has a balance greater than zero
 - e. The location is not Arlington
 - f. The coverage list on the account does not contain Detention Health.
- 3.3 Data extract is transferred via FTP script to CMRE Financial Services or California Business Bureau (CBB) for bad debt assignment
- a. FTP process scheduled to run weekly
 - Thursday's at 5:05 AM
 - b. Example file name: RUH-CMRE-BD-PRD201703160320.txt
- 3.4 Collection agencies will send email notification of new file upload to hospital confirmation

From: iPortal - FileUpload [mailto:client.portal@cmretsi.com]
 Sent: Friday,
 To: Info.Sys
 Subject: iPortal - New Accounts File - UCR100
 New Accounts File Uploaded - UCR100
 File Name: C:\Crme RUH-CMRE-BD-PRD201703160320.txt

Document History:

Prior Release Dates: 10/28/22, 06/21/2021, 08/07/2019, 09/01/18, 07/15/09, 08/31/95		Retire Date: N/A	
Document Owner: Patient Accounts – Customer Support		Replaces Policy: PROC235 – Transfer to Collection Agency	
Date Reviewed	Reviewed By:	Revisions Made Y/N	Revision Description
08/01/2023	Patty Scott, Administrative Services Officer <i>PS</i>	N	