



**DCN: 003-009**  
**TITLE: PATIENT STATEMENTS AND THE**  
**TRANSFER OF ACCOUNTS TO COLLECTION**  
**AGENCIES**

**DEPT: Business Office**

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**1. RESPONSIBILITY:** Assistant Business Office Director

**2. ACCOUNTABILITY:** Patient Account Specialist

**4. PURPOSE:** To ensure proper billing of Self Pay Accounts.

**5. POLICY:**


- 5.1 The Hospital Business Office will make all reasonable efforts to collect payments, including providing patient statements, determining eligibility, offering financial assistance and payment options before assigning accounts to collections.
- 5.2 All statements and letters that are sent to the patient/or responsible party does include our Customer Service phone number, how to pay your bill, and if you need financial assistance. Our statements and letters all have the Fair Debt and Collection notification on them.

**6. PROCEDURES:**

6.1 Patient statements and the transfer of accounts to collection agencies.

- 6.1.1 The patient/or responsible party will receive their first statement notice via mail within 3-5 working days after the patient's discharge date and the account will be flagged for follow up in thirty (30) calendar days if there is still an outstanding balance due.
- 6.1.2 When there is no response/or activity from the patient/or responsible party after the initial statement notice, a past due statement will be mailed out. The account will be flagged for follow up in 30 days if there is still an outstanding balance.
- 6.1.3 When there is no response from the patient/or responsible party after the past due notice was sent out, the patient/or responsible party will receive their final statement notice. The account will be flagged for follow up in 30 days if there is still an outstanding balance.

- 6.1.4 When there is no response/or activity after the final notice is sent out, the patient/or responsible party will be sent a 14 day delinquent notice.
- 6.1.5 When there is no response/or activity from the patient/or responsible party, there will be one last attempt to resolve the account with another 14 day notice informing the patient/or responsible party that their account will be forwarded to our Collection Agency.

	
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6.2 Returned Statements

6.2.1 Any time a statement is returned in the mail, every effort shall be made to locate a valid address. If a forwarding address/or a valid address has been determined, the account will be updated with that address and the statement/notice will be mailed.

Original Approval Date: May 2011
Date of Last Revision: September 2019
Reviewed: 2/14