

## PATIENTS' HOSPITAL OF REDDING

### POLICIES & PROCEDURES

<b>SUBJECT:</b>  <b>BUSINESS OFFICE</b>	<b>SECTION:</b>  <b>BILLING</b>	<b>SUB-SECTION:</b>  <b>COLLECTION</b>
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#### PURPOSE:

To establish procedures for the collection on the patients accounts and follow up with insurance companies in a timely manner.

#### POLICY:

The primary focus of the Patient Account Representative should be the patient's primary insurance carrier, then follow up billing the secondary insurance. The final step of collections should be informing the patients after the insurance company has paid what their financial responsibility will be. Personal follow up calls with the patient can provide a greater understanding and knowledge of the patient's financial responsibility. It is the responsibility of the Business Office to verify benefits and inform the patient of their Pre-Authorization, Co-pays, Deductibles and availability of Charity Care or Discount. Patients who apply for Charity Care or Discount are subject to limitations on collection activities.

#### PROCEDURE:

1. Patient Account Representative should touch on each account monthly.
2. Accounts thirty days old should be verified to ensure that the insurance company has received the claim. When an insurance company has not received a claim, it is important that the claim is processed without delay. Claims should then be rebilled or faxed in a timely manner.
3. Accounts at 30 – 60 days should be called on and collected on.
4. Difficult accounts requiring attention from the Patient Account Representative should be followed up by the Business Office Manager.
5. Follow up on denials. If the claim for benefits is denied in whole or in part, the account representative should assist the patients involved in an appeal or review process of the claim.

#### Charity Care Discount Policy Collection

Patients who have applied for special consideration under the hospital Charity Care/Discount policy are not subject to any collection activity for 180 days from first billing. In addition, if they are on an extended payment arrangement they will not be subject to collection activity as long as a good faith effort is being made including regular partial payments.

Patients on this arrangement will not be subject to interest on unpaid balances.

Patients' records will be updated to include application, determination or appeal.

NEW: 6/95

REVISED: 9/95, 6/05, 5/06, 02/07, 05/16, 09/20, 1/25

REVIEWED: 01/24

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