

ALHAMBRA HOSPITAL MEDICAL CENTER POLICY AND PROCEDURE

Title:	Private Pay Billing	Policy Number: 6.80
		Original Date: 01/02
		Review Date:
Scope:	Business Office	Revision Date: 02/22
		Approval Date: 05/22
Manual:	Patient Financial Services	Page 1 of 1

PURPOSE:

To define the process for private pay billing.

POLICY:

The patient accounting department at Alhambra Hospital Medical Center has the responsibility for billing private pay accounts. Private pay accounts are for patients with no insurance coverage, no insurance information at the time of admission, or patient balance due after the insurance makes payment. If the patient has insurance coverage but does not bring proof of eligibility, the patient is billed as a private pay account. If the patient/guarantor provides insurance information later, the patient accounting department adds a claim in Paragon / Meditech system with the accurate and verified information and the claim is submitted to the insurance company.

PROCEDURE:

1. Patient pay accounts automatically interface with the Paragon / Meditech I system to generate a letter series for patient pay accounts.
2. Private Pay Cash Price will be assessed within 1-3 days after discharge date.
3. Private pay discount will be posted to the account therefore, only the Cash discounted rate will appear as the due amount on the patient's statement.
4. The collector is responsible to make sure all patient pay accounts are generating a letter series from the Paragon / Meditech system.
5. Patient will receive 4-5 patient statements from Alhambra Hospital for the duration of 6 months.
6. A courtesy call will be attempted before sending the account to the collection agency.