

OAK VALLEY HOSPITAL DISTRICT

POLICY/PROCEDURE: DEBT COLLECTION POLICY	
INDEX NO.	
EFFECTIVE DATE: 01/2024	PAGE 1 OF 2
AREAS AFFECTED: Patient Financial Services Department	REVISIONS: 02/11, 12/11
	REVIEW DATE: 01/2024
	NEXT REVIEW DATE: 01/2025
Services Required to Review for Revisions: Patient Financial Services Manager	

PURPOSE: To establish guidelines to ensure a process is in place for the collection of funds due to the facility for services rendered.

POLICY:

All private pay patient balances will be sent to our billing and statement company if not paid in full within 10 days of final bill date.

Our billing and statement company will stop working the account 90 days after first statement. Our billing and statement company will stop working Medicare accounts 180 days after the first statement.

PROCEDURE:

Collection Agency Process

Non-collectible private pay accounts that are sent back to OVHD from our billing and statement company will be sent to the collection agency.

After account is placed in bad debt status the patient needs to contact the collection agency for further options. Patient account in Medi-Tech will reflect bad debt status.

If the Hospital receives a notice that a patient has submitted a complaint to the Department of Health Care Access and Information (HCAI), all payment collection activities will cease and not resume until the complaint has been resolved, as confirmed by HCAI.

Bankruptcy Process

Chapter 7:

After receiving bankruptcy notice PFS representative will check any balances under named person(s) and any dependents for which name person(s) is guarantor. Accounts will be cross-referenced with social security numbers. Any balances on or before the file date are to be written off to bankruptcy unless already in bad debt status. Notify collection agency of bankruptcy.

Chapter 13:

After receiving bankruptcy notice check for any balances under the named person(s) and any dependents for which named person(s) is the guarantor. Cross reference with social security numbers. Check bankruptcy notice file date. Complete proof of claim for all outstanding balances on or before the file date. Return Proof of Claim form with itemized on the balances to bankruptcy court. All outstanding balances not in bad debt are to be written off to bankruptcy. Notify collection agency of bankruptcy.

Liens

1. Written or verbal request for lien by attorney.
2. Fax or mail lien to attorney.
3. Lien must be for at least \$1,000.00.
4. When signed lien is received from attorney the patient account(s) are put in to a lien status.
5. Account is monitored until paid.

Estate/Probate

1. Complete creditors claim form and return to court.
2. Scan notice into Medi-Tech.
3. Account is monitored until paid.