

GOOD SAMARITAN HOSPITAL Policy & Procedure	Code No. BO 006
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	Effective Date: 01/31/2000
	Latest Revision: 3/13/2023
Board Approved: 03/23/2023	
DEPARTMENT: Business Office	
SUBJECT: Collections-Self Pay Balances	

Printed copies are for reference only. Please refer to the electronic copy for the latest version.

PURPOSE: To insure diligent efforts to inform patients of their financial responsibilities and available assistance options as well as follow up with patients regarding outstanding accounts.

SCOPE: Billing Clerks

COMPLIANCE RESPONSIBILITY: Business Office Manager

POLICY:

It is the policy of Good Samaritan Hospital to resolve all self pay balances in a timely manner.

PROCEDURE:

Upon determination of the patient due amounts, the following daily rates should be in place.

Self Pay (In Patient)

Medical Surgical	\$2500.00 per daily rate
Detox M/S	\$2500.00 per daily rate
Psychiatric	\$1500.00 per daily rate

Rates include facility charges only. Physician, consulting, and any ancillary charges will be billed separately.

Self Pay (Out Patient)

- Outpatient Surgery 100% Medicare Rate
- Ancillary Charges 100% Medicare Rate
- An initial bill will be sent for the balance to the patient.
- Accounts will be referred to the collector for review.
- Accounts will receive monthly statements with current balance due.

Collections

Once accounts have reached 90 days old, they are considered delinquent. At this time, a final notice will be sent to all patients with outstanding balances.

All telephone contact will be done by the following company:

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TruBridge
3725 Airport Blvd #208A
Mobile, AL 36608
1-844-341-9075

At day 30, if no response, continue to call documenting each contact/or attempt to contact.

At day 90, if payment is not received and patient has not set up a reasonable payment plan or has defaulted on the payment plan, a final notice is sent listing the balance due and possible collection action.

At day 120 days, the account is reviewed for collections agency placement.

A report will be sent to the Business Office Manager for further collections process.

The accounts will need the approval of the Business Office Manager to be forwarded to the current collections agency.

REFERENCE: