MONROVIA MEMORIAL HOSPITAL	
Title: COLLECTION'S POLICY	Number: Bus 302
Department: BUSINESS OFFICE	Page 1 of 1
Department Mgr Approval:	Initial Date: 12/07
Administration Approval:	Review/Revise Date:8/25

Purpose:
To provide guidelines for the follow-up of all accounts in a timely manner in order to ensure cash flow and minimize the days in account receivables.

Patient Collections:

No balance owed by any individual patient will be turned over to collection. Instead, the patient will be sent three letters requesting payment. Three letters will be for a period of 120 days. If the amount is not paid, the balance will be written off and no further collection attempts will be made. If the patient contacts the hospital and indicates the patient lacks the resources to pay, the patient will be offered a reduction in amount owed commensurate with the patient's ability to pay. The discount will be approved by the CEO.

Insurance Collections:

Guidelines for both Inpatient and Outpatient Accounts:

1. The Hospital business office will make three collection attempts for 120 days from the date of discharge. These attempts include writing letters and making calls to the insurance company. If the insurance company indicates there is missing documentation, the information will be provided timely. Collection attempts will be documented in the designated account notes.

2. If after 120 days, the correct payment is not received, the Business Office will submit the uncollected balance to the CEO to approve the write-off. These, insurance balances only, accounts will be turned over to outside collection companies for further collection activities.