



POLICY: Collection Agency Utilization Department: Credit and Collections
Effective Date: 9/2004 Revision Date(s): 9/2004, 8/2010, 3/2019
Signature: _____ Review Date(s): 12/2015, 3/2022

Policy

To standardize policies concerning the selection, number, and use of collection agencies, specifically:

1. The hospital shall utilize a collection agency licensed in California.
2. Collection agencies shall remit the facility monthly monies collected the prior month.
3. Accounts deemed uncollectible shall be placed with agencies in a timely manner.
4. Collection agencies shall never remove patient financial folders from the facility for any reason.
5. Collection agencies shall never disrupt business office personnel.

Procedure

Monthly reporting formats shall include the entire inventory of accounts placed with the collection agency. Additionally, the following reports shall be provided:

1. A master list, including the following items:
 - a. Patient name
 - b. Hospital account number
 - c. Amount assigned
 - d. Service date
 - e. Demographics (address, phone number etc.)
 - f. Employer (if available)
 - g. Medical Record Number
 - h. Social Security Number
 - i. Date of Birth
 - j. Guarantor / Responsible Party information (if applicable)

Committee Approval:
Policy Author: Gordon Bigham
Original Date: 9/2004
References:
Distribution:
Revision: 8/2010, 3/2019