

<b>MONROVIA MEMORIAL HOSPITAL</b>	
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:5/09

**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.

**Guidelines for both Inpatient and Outpatient Accounts:**

1. Regardless of the payer source, the Hospital business office will make three collection attempts over a period of 120 days.
2. Collection attempts and communication are documented in the designated patient account software system.
3. For accounts where payment has been delayed without apparent cause, the Hospital will track communications with the payer to identify the reasons for the delay.
4. Patient Balance After Insurance:
  - After all insurance payments are received the account will be reviewed for the correct balance owed, making any adjustment necessary at this time. The business office will send a letter to the responsible party at the time the balance is determined to be the patient's responsibility.
  - The business office will document in the patient accounting software the balance due and the communication(s) to the responsible party.
5. Payment Arrangements:
  - Requests for payment arrangements or appeals must be received in writing and are then reviewed by the CFO and CEO on a case-by-case basis.
  - Once approved by the CEO, the account can be established for proper collection efforts.
6. Collection Methods:  
 The business office representative functioning in collections must be professional and courteous at all times and communications must be in accordance with applicable state and federal law. Examples include:
  - Confining all calls to the patient or responsible party to reasonable hours of the day or night. These hours are generally considered to be between the hours of 9:00 am and 6:00 pm.
  - Do not communicate in a manner or tone of voice that could be considered harassing, vulgar or threatening.
7. After 120 days from patient discharge, the Business Office will submit the uncollected balance to the CEO for write-off.