

Title/Description COLLECTION AGENCY APPROVAL OF ACCOUNTS				
Date effective 10/1/2010	Date Revised 06/01/2018	Review 1-1-20	Applies to: Business Office	Approved By Kristen templeton Business Office Director

Purpose:

To make sure that all accounts go through the correct process before they are placed with an outside collections agency.

Policy:

It is the policy of Hazel Hawkins Memorial Hospital Business Office that all accounts are reviewed by the Director of Patient Financial Services before an account is placed with an outside collection agency.

Procedure:

- 1.) All self-pay accounts will be sent to the contracted self-pay company within 30 days after discharge. All accounts after insurance pays and there is a self-pay balance remaining will be sent to the contracted self-pay company within 30 days after insurance has processed on the account.
- 2.) The self-pay company will go through all collections steps until all steps are exhausted and no response from the patient. If no response from the patient after 120 days the account will be flagged to be sent to the outside collection agency.
- 3.) The self-pay company will close the account and return to Hazel Hawkins Memorial Hospital for review.
- 4.) All accounts before being sent to the collections company will be reviewed by the Patient Account representative before being sent to the Director of Patient Financial Services for final approval. The Patient Account representative will confirm that the balance of the account is the patient responsibility. Will review all accounts to see if the patient has Medi-Cal.
- 5.) The Director of Patient Financial Services will review and approve all accounts before they are sent to the outside collection agency.

