

MONROVIA MEMORIAL HOSPITAL	
Title: DEBT COLLECTION'S POLICY	Number: Bus 302
Department: BUSINESS OFFICE	Page 1 of 2
Department Mgr Approval:	Initial Date: 12/07
Administration Approval:	Review/Revise Date: 8/18, 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.

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.

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3. Information obtained from income tax returns, paystubs, or the monetary asset documentation collected for the discount payment or charity care eligibility determinations cannot be used for collection activities.