COLLEGE HOSPITAL

SUBJECT: PATIENT NOTICES / STATEMENTS	DEPT: PATIENT ACCOUNTING POLICY: 940
SUBMITTED BY: APRIL CONTRERAS	PAGE: 1 OF 5
APPROVED BY: *Stephen Witt*	DATE: 12/87 REV: 10/20

POLICY:

To establish a monthly process within the Patient Accounting Department to ensure that patients with balances due to College Hospital are contacted and notified of their current balances via mail.

The computerized system is designed to consist of four (4) weekly billing cycles. Due to the manner in which College Hospital collections from patients, the billing cycle will always be indicated as one (1). Which will result in statements and/or letters being generated the first week of each month.

The computerized system as Collect Codes which are directly linked to the letters that have been created in the core system for patient billing.

Collect Code 3 – Letter One:
Notification to the patient that no insurance information was obtained and/or their insurance has paid and they are now responsible for the remaining balance.

Collect Code A – Letter Two
Notification to the patient that no payment has been received and satisfactory payment arrangements have not been made. If no contact is made with College Hospital the remaining balance on the account will be forwarded to the collection agency for further collections.

NOTICE REPORT:

The following Crystal Report will indicate the Cycle Code and Collect Code that each patient that has been assigned in the computerized system. This report is directly generated from the AR report for those patients that are classified as private pay (balance due and payable by patient).

Important Note: before generating the Crystal Report first build the AR file within the computerized system.
- Hospital Base Menu
- Print Reports
- Accounts Receivable
- Aging

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- Build AR File
- Select   **Generate New Filebuild**
- Select   **Windows View or Print**
- **As Of Date:** Enter the last date of the month
- **Enter Account Type:**   1 - A/R Accounts
- Select   **Generate**

The system will process the current AR information. When the process is completed the system will return the Hospital Base Menu.

Generate a PDF of the AR Report:

- Hospital Base Menu
- Print Reports
- Accounts Receivable
- Aging
- Aged Trial Balance
- Select   **Windows View or Print**
- Select Aged Trial Balance
- Click OK

COLLEGE HOSPITAL

Aged Trial Balance
Parameters

Facility: `0002   COLLEGE HOSPITAL CERRITOS`

As Of Date:

Account:

Bad Debt: `[ ]`

Refresh Data: `[ ]`

Sections To Exclude

Exclude Grand Totals: `[ ]`

Exclude Insurance Summary: `[ ]`

Miscellaneous

Level of Detail: `Detail` ◄

Include Cover Sheet: `[ ]`

Safe Mode: `[ ]`

Output Format: `PDF` ◄

Saved Parameters

Quick Load: `[ ]`

- Click `⊛ Run Report`

Generate the Crystal Report. Export to Excel.
- Remove Sub Type (Patient Types) that are PHP patients.
- Remove patients who are currently in-house.
- Sort the report by Collect Code

Review the Crystal Report and ensure that all patients have a Cycle Code and Collect Code indicated. Update accounts and report as needed.

STATEMENTS
Statements will be generated monthly. Statements are recognized in the system as Collect Code 1 and Collect Code 2. In addition, for those accounts assigned to Collect Code 3 will also receive a statement.

Important Note – Before starting this process ensure to build the AR file as indicated above.

- Hospital Base Menu
- Print Reports
- Accounts Receivable

COLLEGE HOSPITAL

- Sort By Zip Code
- Type "NU" in printer options

Once completed the system will return to the Hospital Base Menu.
- Hospital Base Menu
- Print Reports
- Accounts Receivable
- Outsourcing Statement Preview
- Select Windows View or Print

```
COLLEGE HOSPITAL CERRITOS                           STATEMENT PREVIEW
             USING PATIENT FRIENDLY BILLING STATEMENT
                                            AS OF DATE: 012018
CHOOSE AN OPTION TO PREVIEW: 2 ◄━━
                                            1 - FIRST TIME STATEMENT
ENTER CYCLE CODE: 1 (1,2,3,4,5,6 OR A-11)   2 - CYCLE STATEMENT
PRINT AND SORT BY STATEMENT MESSAGE? Y/N N◄━ 3 - LONG-TERM STATEMENT
OKAY? Y/N/0 Y ◄━━                           4 - COLLECTION LETTER
```

This process will create a report indicating the patients that will receive statements once the generating process is completed. The total must balance back to the Crystal Report. If within a five (5) patient variance the statements process can continue. If more than a five (5) patient variance then the report needs to be reviewed, patient by patient, to determine the discrepancy.
- Hospital Base Menu
- Print Reports
- Accounts Receivable
- Statements (CYCLE)
  o **NEVER select Statements (First Time)**
- Select Windows View or Print
- Enter Cycle Number: 1
- Enter Restart Account: hit enter
- Okay: Y

Will open in PDF. Print statements directly from the PDF file. Do not save the file. The file is auto-saved in the system.

LETTERS
- Hospital Base Menu
- Print Reports
- Accounts Receivable

COLLEGE HOSPITAL

- Outsourcing Statement Preview
- Choose an option to preview: 4 Collect Letter (note option 4 will print all letters requested under Collect Code 3 and A).
- Enter Cycle Code: 1
- Print and sort by statement message: N
- Okay: Y

This will provide a list of accounts that will generate letter 1 and letter 2. The total must balance back to the Crystal Report. If within a five (5) patient variance the statements process can continue. If more than a five (5) patient variance then the report needs to be reviewed, patient by patient, to determine the discrepancy.

- Hospital Base Menu
- Print Reports
- Accounts Receivable
- Collect Letters
- As of Date: indicate date as the last date of the month
- Cycle Code: 1
- Sort by Zip Code: Y
- Is this a restart: N