



DCN: 003-009

**TITLE: PATIENT STATEMENTS AND THE TRANSFER
OF ACCOUNTS TO COLLECTION AGENCIES**

DEPT: Business Office

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1. **RESPONSIBILITY:** Assistant Business Office Director
2. **ACCOUNTABILITY:** Patient Account Specialist
3. **DEFINITIONS:**
4. **PURPOSE:** To ensure proper billing of Self Pay Accounts.
5. **POLICY:**
 - 5.1 The Business Office shall bill, follow up, and transfer Self Pay Accounts to collection agencies in an effort to collect payment on Self Pay Accounts.
6. **PROCEDURES:**
 - 6.1 Patient statements and the transfer of accounts to collection agencies.
 - 6.1.1 Business Office shall have a detailed statement mailed out 3-5 working days after the patient's discharge date and will then flag the account for follow up in thirty (30) calendar days.
 - 6.1.2 When there is no response from patient after the initial thirty (30) days, a 2nd summary statement will be mailed out and a phone call will be initiated. If phone call does not result in account resolution, the account will be flagged for follow up in thirty (30) calendar days.
 - 6.1.3 When there is no response from patient after the 2nd thirty (30) days, a final summary statement will be mailed out and a phone call will be initiated. If phone call does not result in account resolution, the account will be flagged for follow up in thirty (30) calendar days.
 - 6.1.4 When there is no response from patient after the 3rd thirty (30) days, a fourteen (14) day notification that the account will be turned over to a collection agency will be mailed out and a phone call will be initiated. If phone call does not result in account resolution, the account will be flagged for follow up in fourteen (14) calendar days.
 - 6.1.5 When there is no response from patient after the last fourteen (14) days, the account will be flagged for collections.
 - 6.1.6 The Business Office Director or Assistant Director will review the account and initiate the transfer of the account to a collection agency.



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6.2 Returned Statements

- 6.2.1 Any time a statement is returned in the mail, every effort shall be made to determine the correct address including following up via telephone.
- 6.2.2 Once a valid address is determined, the account will be updated and the process described in section 6.1 will apply.
- 6.2.3 If the only form of contact available is via telephone, the account will be noted as such and the process described in section 6.1 will apply, except that only phone communication will be employed.
- 6.2.4 When neither a valid telephone nor address is obtainable, the account will be flagged for collections as described in item 6.1.5 above.

7. REFERENCES:

8. APPROVAL LEVEL: A, D, F, I

Original Approval Date: May 2011
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