



STANISLAUS SURGICAL HOSPITAL
A PHYSICIAN-OWNED FACILITY
1421 OAKDALE ROAD, MODESTO, CA 95355 | 209.572.2700

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Next Review: 1/14/2022
Owner: *Business Office Manager.*
Policy Area: *Revenue Cycle*
References:
Applicability: *Stanislaus Surgical Hospital*

Sending Accounts to Outside Collection Agency

POLICY:

When all attempts to collect outstanding monies have been unsuccessful it may become necessary to send the account to an outside collection agency.

PROCEDURE:

1. The Business office will send first time statements to patients outlining their insurance has been billed.
2. After insurance pays, if a patient fails to pay the amounts owed to Hospital or enter into an Extended Payment during the initial 120-day period, the business office will send the patient a "Final Notice," allowing the patient an additional 28 days to pay in full or to contact them to enter into an Extended Payment Plan.
3. If a patient fails to respond to the "Final Notice":
 - a. The Business office will turn the account over to an outside collection agency, Credit Consulting Services, INC.
 - b. Hospital's Business office Manager will review the account and approve it for collections
 - c. The Collection Agency will attempt to collect the debt on the Hospitals behalf.
4. Any agency that collects Hospital receivables on behalf of Hospital will comply with any Extended Payment Plan into which Hospital enters.
5. When a patient enters into an Extended Payment Plan with Hospital, such Extended Payment Plan may be declared no longer operative if the patient fails to make all consecutive payments due during the time frame agreed upon provided that:
 - a. Before declaring the Hospital Extended Payment Plan no longer operative, the Hospital (or its assignee or collection agency) makes a reasonable attempt to contact the patient by telephone and give notice in writing that the Extended Payment Plan may become inoperative. The written notice must also offer the patient the opportunity to renegotiate the Extended Payment Plan. If the patient requests to renegotiate his or her Extended Payment Plan, Hospital (or its assignee or collection agency) must attempt to renegotiate the terms of the Extended Payment Plan pursuant to this Policy.
 - b. Hospital (or its assignee or collection agency) shall not report adverse information to a consumer credit reporting agency or commence a civil action against the patient or responsible party for nonpayment prior to the time the Extended Payment Plan is declined to

be no longer operative.

- c. The time frame agreed upon may be extended if the patient has a pending appeal (as defined by Section 127426 of the California Fair Pricing Policies Act) for coverage of the services, until a final determination of that appeal is made, provided that the patient makes a reasonable effort to communicate with Hospital regarding the progress of any pending appeals.

All revision dates:

1/14/2015, 1/30/2024

Attachments

No Attachments

