



POLICY AND PROCEDURE

Code No. **BO 006**

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Effective Date: 01/31/2000

Last Review 03/20/2025

Board Approval
Date 11/20/2025

DEPARTMENT: BUSINESS OFFICE

SUBJECT: Collections Self Pay Balances

Printed copies are for reference only. Please refer to the electronic copy for the latest version.

PURPOSE: To insure diligent efforts to inform patients of their financial responsibilities and available assistance options as well as follow up with patients regarding outstanding accounts.

SCOPE: Billing Clerks

COMPLIANCE RESPONSIBILITY: Business Office Manager

POLICY:

It is the policy of Good Samaritan Hospital to resolve all self-pay balances in a timely manner.

PROCEDURE:

Upon determination of the patient due amounts, the following daily rates should be in place.

Self-Pay (In Patient)

| | |
|------------------|--------------------------|
| Medical Surgical | \$2500.00 per daily rate |
| Detox M/S | \$2500.00 per daily rate |
| Psychiatric | \$1500.00 per daily rate |

Rates include facility charges only. Physician, consulting, and any ancillary charges will be billed separately.

Self-Pay (Out Patient)

- Outpatient Surgery 100% Medicare Rate
- Ancillary Charges 100% Medicare Rate
- An initial bill will be sent for the balance to the patient.
- Accounts will be referred to the collector for review.
- Accounts will receive monthly statements with current balance due.

These guidelines, procedures, or policies herein do not represent the only medically or legally acceptable approach but rather are presented with the recognition that acceptable approaches exist. Deviations under appropriate circumstances do not represent a breach of a medical standard of care. New knowledge, new techniques, clinical data, clinical experience, or clinical or bio-ethical circumstances may provide sound reasons for alternative approaches, even though they are not described in the document.



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Collections

Once accounts have reached 90 days old, they are considered delinquent. At this time, a final notice will be sent to all patients with outstanding balances.

All telephone contact will be done by the following company:

Good Samaritan Hospital
901 Olive Dr
Bakersfield, CA 93308
661-215-7799

At day 30, if no response, continue to call documenting each contact/or attempt to contact.

At day 90, if payment is not received and patient has not set up a reasonable payment plan or has defaulted on the payment plan, a final notice is sent listing the balance due and possible collection action.

At day 120 days, the account is reviewed for collections agency placement.

A report will be sent to the Business Office Manager for further collections process.

The accounts will need the approval of the Business Office Manager to be forwarded to the current collections' agency.

REFERENCE:

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