

HealthSource Saginaw, Inc.

**PATIENT ACCOUNTING PROCEDURE
PATIENT/RESIDENT STATEMENT/COLLECTION PROCESS**

PURPOSE: To document the collection process for any remaining balance after applicable third party payers have processed.

PROCEDURE: Patient Accounting Representatives bear the responsibility of sending monthly scheduled statements/letters showing outstanding balance due from resident/patient/guarantor after all other payers have satisfied contractual requirements.

Patient Accounting Representative will initiate statement process as follows:

1. An initial statement will be sent at first available cycle and a monthly statement will follow within the same cycle each subsequent month. There are 4 cycles, each totaling 7 days with the 29th through the 31st included in the 4th cycle.
2. Following three statements with no response, a pre-collection letter will be sent to the resident/patient/guarantor.
3. Depending on the balance, calls to the resident/patient/guarantor may be made in an effort to arrange for payment or to set up a payment plan. These calls will be made between the hours of 9 AM and 4:30 PM, Monday through Friday, and on Saturdays if the patient representative is scheduled to work. All efforts will be made to maintain professionalism and to not share information with other parties who may answer the call. The Patient Representative will leave their name and telephone number, but not the nature of the call.
4. If the resident/patient/guarantor does not contact or remit payment to HealthSource Saginaw, the account will be turned over to the collection agency, following the HealthSource Saginaw collection agency referral policy.

REVIEWED:

Mary Williams
Patient Accounting Director