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| CENTER FOR SPECIAL SURGERY | REFERENCE # 5006 |
| CENTER: Pinellas Surgery Center, LLC | PAGE: 1 |
| POLICY TITLE: Collection of Unpaid Accounts | OF: 2 |
| | REVISED: |
| EFFECTIVE: 01/2019 | AAAHC Required |

REFERENCE(S): AAAHC Chapter 3 Administration

POLICY:

To ensure all accounts are reviewed and placed to collections in a timely manner.

PROCEDURE:

The Collection Specialist will review account to assure all charges, contractuals and payments are posted to the account accurately per the facility's Insurance contracts.

After a series of statements, accounts with balances over \$50.00 will be placed with a collection agency. Accounts with balances less than \$50.00 will be adjusted as small balance write-off after all placement requirements are met.

PROCESS:

1. After adjudication by the patient's insurance, if a balance remains that is the responsibility of the patient, an initial statement will be sent to the patient.
2. If the account remains unpaid, statements will be sent when the account is 30, 60, and 90 days past due. The statement will contain a way to contact the billing company with questions or disputes.
3. A minimum of 1 outbound phone calls to the patient will be made between day 30 and 90 in an attempt to collect the balance.
4. The final (fourth/90 day) statement will contain a message stating that the patient account may be turned to a collection agency if not paid in full within 10 days.
5. The Biller/Collector will perform a review and create an account note to recap all details and confirmation of the account.
6. The Biller/Collector will send a list of accounts to be sent to collections to the Business Office Manager for review. The documentation will include:
 - Placement Form
 - Patient Summary Sheet
 - Patient Ledger (reflecting the proper amount due to be placed.)
 - Comments on account relating to date of service to be placed.
 - Copy of Insurance Verification form for date of service to be placed
 - Copies of all EOB's from **ALL** Insurance Companies that made payment on date of service to be placed. If EOB has other patient's information on the form, the other patient's names are to be blackened out before attaching to patient's paperwork.

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- Copies of any Promissory Note(s) signed by patient relative to the balance being placed.
 - Any other information the Biller/Collector feels necessary to attach to paperwork that will support the placement of the account.
7. Accounts approved for placement in collections will be returned to Biller/Collector to be placed.
 8. The information required by the collection agency will be gathered and sent via the collection agency's portal.
 9. The Biller/Collector will adjust patient ledger to reflect placement was done.