

INTRACARE NORTH HOSPITAL		<i>Approved</i>
P O L I C I E S A N D P R O C E D U R E S		<i>Number 781.200.33</i>
Department Manual: Administration Department Affected: Business Office and Administration		<i>Date 8/2016 Revised 8/2017</i>
Subject COLLECTIONS POLICY		<i>Page 1 of 2</i>

Purpose: In order to maintain a sound fiscal policy regarding the management of patient accounts receivable, the following procedures are to be followed regarding collection of patient accounts from all available sources. It is also intended to ensure that the Hospital complies with applicable State and Federal required as well as those set forth in the Fair Debt Collections Practices Act.

Policy:

All policy co-pays should be paid at the time of service. Information relative to all types of health insurance the patient may have must be presented prior to or upon treatment at the hospital or health center. Intracare North Hospital is authorized to bill and collect for all services rendered. In the event of a denial of benefits from the insurance carrier or other responsible party the account balance becomes the personal responsibility of the patient/guarantor. Any balance not covered by insurance becomes the personal responsibility of the patient.

Procedure:

1. All patients and/or guarantors should be counseled in regard to their financial obligations at the time of admission or as soon as it is determined that patients are clinically appropriate for financial counseling. This information will be communicated verbally when meeting with a Hospital Financial Counselor.
2. All communication regarding the patient's portion should be clearly and legibly documented in the patient account folder and/or system account.
3. A deposit should be received whenever possible for cash paying patients. Patient deductibles and coinsurance amounts should be collected on third-party accounts at the time of admission or before discharge.
4. Financial arrangements should be made during the patient's stay and completed before the time of discharge.
5. The Hospital, at its discretion, may enter into an agreement for settlement of a patient's bill thru monthly installment payments not to exceed six months. Under this plan, a minimum payment of \$50.00 is required for monthly payment arrangements.
6. Hospital Business Office Patient Accounts Representative will generate subsequent billings, telephone calls, collection letters, personal contact notices, computer notifications, and any other notification method that constitutes a genuine effort to contact the party responsible for the financial obligation.
7. Hospital Patient Account Representative will maintain documentation of efforts to locate the party responsible for the obligation or correct address on billings returned by the postal office service as "incorrect address" or "undeliverable" in the patient's file or computer system.
8. Hospital Business Office Accounts Receivable Collectors should work all patient accounts for 120 days or more from the date of first bill to monitor any payment activities.

9. The patient will receive at least 3 billing statements and a final notice indicating that the account will be referred to an external collection agency when an acceptable payment has not been received or when an appropriate payment plan has not been established.
10. All patient accounts should be placed with an outside collection agency for further collection efforts if the patient accounts have no payment activity for 120 days or more from the date of first bill.
11. Minor balances, under \$25.00 should be written off if no response is received from the patient after 30 days of Third Party Payors.
12. Patient unable to pay the patient portions balance may apply for financial assistance, provided a completed application form and any required documentation such as proof of income is supplied by the patient.

Senior Management Signature

Date

Administrator Signature

Date

INTRACARE NORTH HOSPITAL	<i>Approved</i>
P O L I C I E S A N D P R O C E D U R E S	<i>Number 781.200.30</i>
Department Manual: Administration Department Affected: Business Office and Administration	Date 8/2016 Revised 8/2017
Subject Billing Practices	Page 1 of 1

PURPOSE:

To prepare and submit fair and accurate billing for health care services that is in accordance with all Federal and state laws. Billing procedures are maintained and intended to result in prompt payment of each account by the patient prior to or at the time services are rendered or through third party sources in a timely manner.

POLICY:

All services rendered are charged to the patient, not to an insurance company. The patient is responsible for all charges, regardless of insurance coverage. The filing of claims with the insurance companies in no way relieves the patient of his or her obligation.

PROCEDURE:

1. Financial counselor will obtain and verify the financial information necessary to determine the responsibility for payment of the hospital bill from the patient or guarantor at the time of patient registration or discharge. Financial Counselor will also perform any third-party eligibility verification.
2. The Hospital will make reasonable and diligent efforts to investigate whether a third-party resource may be responsible for the services provided and document in the patient accounting system.
3. Financial counselor will ensure an Assignment of Benefits authorizing the Hospital to bill third party payors on the client's behalf. This Assignment of Benefits form shall be filed with the patient's financial file. A signature by either the client or guardian for the patient is acceptable.
4. Intracare will send a system generated initial bill to the appropriate party responsible for payment or reimbursement as documented in the patient accounting system.
5. The Billing Personnel will submit a universal billing form to all third-party insurers or responsible parties after the discharge date for services rendered.
6. A generated statement will be mailed to each patient with a balance remaining once Medicare, Medicaid, and third-party payers have remitted their appropriate payments.
7. A system generated statement will continue every 30 days if an installment plan is executed until the balance is paid in full or cease when the account is placed with an outside collection agency.

Senior Management Signature

Date

Administrator Signature

Date