



Reference Code (if applicable):

N/A

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PURPOSE:

To assure compliant collection of patient receivables.

SCOPE:

Who:

Insurance Representatives and Revenue Cycle Staff

Where:

Business Office.

POLICY/PROCESS:

Patient balance billing process

All uninsured patient account balances and patient balances after insurance are securely submitted electronically to early out vendor on a daily basis for patient billing. The early out vendor will send two patient statements at 30 day intervals. A final notice letter is generated after two statements if there is no payment and/or payment arrangement made. If there is no response to the final notice, the early out vendor will close accounts and return to Bristol Hospital via secure email report on a weekly basis. The Credit Collection Representative then places the accounts with the appropriate collection agency

Collection process

Accounts are placed with collection vendors using two agency designations: Medicare collection placements and regular collection placements

All accounts with American Adjustment are sent statements on a monthly basis.

Medicare Accounts: If there is no response to the monthly statement or final notice sent by the collection agencies, Medicare accounts are returned to Bristol Hospital. The timeline for this is determined by the collection agencies Bureau using their internal collection process including legal action if necessary. Once a Medicare account is returned, its status is changed in Meditech to Closed which designates it as exhausted efforts in our system. No further collection attempts are made on these accounts. The account is then added to the Medicare Bad Debt log.

Regular collection placements: These accounts are pursued up to and including legal action if necessary to attempt to collect the debt using collection agencies internal collection process.

The collection agencies will generate a monthly report of accounts where collection efforts have been exhausted. Bristol Hospital receives a monthly report from the collection agencies of deceased debtors as well as bankruptcy filing debtors. Accounts that are deemed uncollectable due to deceased status of debtor or bankruptcy are returned and status is changed to Exh which designates it as exhausted efforts in our system.

Should any payments be received on an exhausted effort account, they would be posted as a recovery from bad debt.