

Title: Self Pay Collection Guidelines	No.: PBS 5.04
	Effective: 09/97
	Revised: 05/2013
Approved By: VP Revenue Operations	Reviewed:
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Applies to Entity: Patient Business Services**I. OBJECTIVE**

The objective of this policy is to establish guidelines and standards to be used in Self Pay Collections from individuals who are uninsured or have a balance after insurance.

II. POLICY

It is the policy of Health First, Inc. to make every reasonable effort to collect the self-pay portion of an account within 90 days from the determination of self-pay.

III. PROCEDURE

- A. Payments can be made with cash, checks, ACH debit, and by credit/debit card.
- B. If a patient cannot comply with payment in full or a payment plan, a financial evaluation will be completed to determine if the patient is eligible for charity care. The evaluation will be based upon the current year's Department of Health and Human Services Federal Poverty Guidelines. See Financial Assistance Policy FN 3.02 for further explanation. Failure to comply with providing requested information will result in a decline for the request for Charity Care.
- C. The Patient Accounting Department of Health First will attempt to collect all debts by way of monthly statements, telephone contacts, and/or collection letters.
- D. If a patient does not meet the requirements for charity care or does not respond to the normal and reasonable collection efforts noted above, then the account is transferred to a first place collection agency or attorney for continued collections. These accounts are recognized as a bad debt.
- E. Uncollected delinquent accounts will be referred to an external collection agency or attorney for continued collections.
- F. The first placement collection agency will close and return accounts with no collection activity after nine months. These accounts will then be referred to a second placement agency.
- G. The second placement collection agency will keep accounts until deemed uncollectible.

Reviewed: 02/1999, 08/2000, 08/2001, 03/2004, 01/2005, 02/2005

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Owner: Director Revenue Operations