

COLLECTION POLICY

I. STATEMENT

The payment policy of this practice is to collect for services at the time of the patient's visit. However, no patient will be denied service because of an outstanding balance unless the patient has been given a written notice that the physician-patient relationship has been terminated.

II. POLICY

A. The practice manager will be ultimately responsible for collections in the practice; however, all personnel will be thoroughly trained in collection procedures and will assist the practice manager. All routine collection issues will be handled by the practice manager or the billing coordinator. The following cases will be presented to the physician for final review and determination:

1. Any patient account that involves a patient complaint that has not been resolved to the patient's satisfaction will be referred to the physician to determine further action.
 2. The physician will make the final determination on all accounts to be turned over to collection.
 3. When a physician-patient relationship is to be terminated, a certified return receipt letter will be sent to the patient. This letter will be reviewed and signed by the physician. We take terminating a patient permanently from our practice very serious. Failure to pay past due balances can result in the patient being terminated from the group. We will not continue to see a patient who has the financial resources to pay their bill and chooses not to do so on a consistent basis. Also, we will not continue to see a patient that the physician sends to collections for lack of payment compliance.
- B. To ensure all patients understand our policy, we will communicate to the patients by:
1. Providing a policy statement to new patients at registration.
 2. Placing a sign in the reception area.

III. PROCEDURES

These specific procedures will also be followed:

- A. All patients with an outstanding balance will be billed consistently each month.
- B. When discussing a payment schedule with a patient, the account should be settled in full within three months with no less than one-third payment each month.
- C. Exceptions: The following situations will be considered as exceptions to this policy. Payment agreements for these patients may be extended to a maximum of six months.
 - 1. Loss of a job by the patient or responsible party.
 - 2. Death of a member of the family, which causes loss of income.All other exceptions must be approved by the physician or office manager.
- D. All accounts that have been turned over for collection or legal action will be immediately removed from the total accounts receivable balance, and a letter terminating the physician-patient relationship will be sent to the patient.
- E. A late fee of 1.5% will be added to patient's accounts that are not paid within 30 days then an additional late fee of 10% will be added to delinquent accounts that we have not received a significant payment within 90 days.