	Title / Description:	Credit & Collections	
TAYLOR Regional Hospital	Filing Number:	BIZ.508.Credit.Collections	
	Effective Date:	09/1976	Page ***1*** of ***2***
	Date of Last Review:	04/2020	
	Date of Last Revision:	04/2020	
	Approved by:	Business Office Manager	

PURPOSE:
To ensure fair billing and collection practices of patient accounts from the responsible guarantor.

SCOPE:
This policy is designed to adhere to CMS guidelines regarding timely and accurate collection of patient accounts.

RESPONSIBILITY:
Compliance with this policy under the direct supervision of the Business Office Manager. The Business Office Manager reports to the Director of Reimbursement. The Director of Reimbursement reports to the CFO or equivalent. The CFO or equivalent reports to the CEO.

POLICY:
To ensure that all patients are treated equitably, with dignity, and with respect with regards to pursuing payment on their hospital bill.

PROCEDURES:

The immediate objectives of the hospital's Credit and Collections Policies will be to:

1. Provide the patient with his account information as accurately as possible.
2. Bill either the patient, in the case of self-pay situations, or his third party payer promptly, accurately, and timely.
3. Inform the patient by way of regular statements as to the status of his/her account.
4. Provide any patients who are in-house with information pertaining to their bill upon request.
5. Respond promptly to patients' questions regarding their hospital bill.
6. Insure that collections are followed through on a consistent and fair basis.
7. To offer and assist patients in applying for any type of financial assistance available through the hospital.

The procedures that will be enforced to ensure the hospital is making every attempt to meet its credit and collection objectives will be as follows:

1. Hospital patient accounts will receive a statement/collection letter every 28 days.
2. The collections department will assist patients with any available financial assistance or financial arrangements that are offered by the hospital.
3. The hospital will offer financial counseling to patients about their bill.
4. The patient financial advisor will inform and supply appropriate information to in-house patients regarding their hospital bill.
5. Once our collection efforts have been exhausted the Business Office Manager or

Collections Coordinator will then determine whether the patient account needs to be referred to an outside agency for further collection efforts.