



Current Status: Active

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# Saline Health System

**Origination:** 01/2017  
**Effective:** 02/2020  
**Last Approved:** 02/2020  
**Last Revised:** 01/2017  
**Next Review:** 02/2021  
**Owner:** *Judy Kusters: Director of Business Office*  
**Area:** *Business Office*  
**Applicability:** *Saline Memorial Hospital*

## Billing and Collection of Patient Accounts/Visits

### POLICY:

Saline Memorial Hospital will provide prompt and accurate billing and collection of patient accounts (visits) through the coordination of the Patient Financial Services Department.

### PURPOSE:

Saline Memorial will provide patients with accurate and timely bills from the hospital visit. SMH will assist patients in prompt payment of hospital bills and to inform them of payment procedures should a question arise. SMH will facilitate prompt payment and improve cash flow.

### SPECIAL INSTRUCTIONS:

All patient visits will be scheduled and/or registered in the Patient Access system. The registration process includes, updating of all patient data and verification of benefits and eligibility as well as use of the patient estimator tool and collections when applicable. Upon completion of the registration, patients will be escorted to the appropriate treatment area.

### All Accounts:

1. Patient is registered and discharged. At the time of service, Registration will use the software to check benefits, eligibility and estimate for expected patient responsibility. Registration will collect payment at the appropriate time for the treatment area.
2. The appropriate entity will obtain precertification as follows: Outpatient visits will be obtained by the physician office referring the patient to SMH. Observation and Inpatient visits will be obtained by Registration completing the initial notification and Case Management completing the process.
3. Patient visit information is forwarded to Medical Records from the clinical system to MIRA. Patient visits are coded in MIRA then interfaced into the AR system at day end processing.
4. After the claim processes through the internal editors in the AR system, the electronic claim drops to the billing software which applies additional edits.
5. Thirty days after the claim is filed with the insurance company and not payment, an Account Representative will call the insurance and follow up every two weeks as needed until the account is resolved.

6. Self-pay: Inpatients and Observation patients are screened by internal Medicaid eligibility company case worker. Outpatient patients are sent a letter from the Medicaid eligibility company for screening assistance. During open enrollment for the insurance exchange, these patients are also screened for potential insurance coverage.
7. Medicare with no secondary insurance: Inpatient and Observation are screened for potential Medicaid eligibility by internal Medicaid eligibility company case worker. Outpatients are sent a letter from the Medicaid eligibility company for screening assistance.
8. Self-Pay accounts and accounts with balance after insurance interface to the AR system and statements are auto generated with progression every 30 days. Guarantors are permitted to make payment arrangements with a minimum payment of \$50 per month and/or the bill should be paid in full within one year per policy. After a fourth final statement, or a missed payment arrangement, the account is reviewed for Bad Debt consideration. Guarantors unable to meet the policy payment arrangements are required to complete a financial assistance application to be considered for potential financial assistance. If the guarantor does not complete the financial assistance application or adhere to policy required payment arrangements the account is considered for Bad Debt.
9. Account is placed with the primary collection agency. Accounts not collected and without satisfactory payment arrangements are returned to facility.
10. Facility rolls account to secondary collection agency. Accounts with no payment arrangements/activity within 90-120 days are returned to the facility and written off as uncollectible.

## Attachments

No Attachments

## Approval Signatures

Step Description	Approver	Date
Policy Committee	Tara Rushing: Administrative Assistant	02/2020
	Robyn Eskola: Director of Business Office	02/2020

## Applicability

Saline Memorial Hospital