

Stewart Memorial Community Hospital

DEPARTMENT: BUSINESS OFFICE

SUBJECT: Collection Policy	POLICY: BO-204-110
Developed by: CEO	
Responsibility: CEO	
Effective Date: August, 2017	
Date of Revisions: August, 2023	

POLICY: Collection Policy

PURPOSE:

Stewart Memorial Community Hospital (SMCH) provides care to all patients regardless of sex, race, age, gender identity, sexual orientation, or national origin. All patients with outstanding private pay balances due are treated the same per the guidelines of this policy.

POLICY:

SMCH will as a courtesy bill all insurance companies for the services rendered to our patients. However, patients will remain responsible for assuring the prompt payment of their claim. Patients are responsible for the balance owed to SMCH including but not limited to coinsurance, co-pays, deductible and non-covered charges. Patient who do not have insurance coverage are responsible for all charges related to services rendered.

In the given situations stated below, the patient would be responsible for the balance in the following instances:

- If the patient does not provide the correct insurance information the remaining balance would be the patient responsibility.
- If a patient presents with family planning only coverage with Iowa Medicaid or an MCO and was seen for any other nonrelated diagnosis, the patient would be responsible.
- If a patient has an Inpatient only coverage and other services were performed this would be the responsibility of the patient.
- If an insurance pays on a claim and then reprocesses the claim over a year old leaving a larger portion to patient responsibility, this amount then would be adjusted off.
- If the patient provides insurance information after the timely filing deadline, then the patient would be responsible for the allowable amount the insurance would have considered for the claim and be billed for the balance.

PROCEDURE:

Patients are admitted into the hospital computer system with appropriate financial information including insurance information and are assigned a financial class (f/c) used to segregated accounts in accounts receivable (A/R) by payer type. Patient who are minors are admitted with the parent who carries the insurance coverage as the responsible party or if no insurance, the parent who brought the child in for care is listed as guarantor.

The business office will send an itemized statement of charges to all patients who request a copy. Insurance companies are billed electronically through use of Emdeon software whenever possible. Once the insurance company has processed the claim and paid its entire share or if the patient doesn't have insurance, they will be assigned a f/c of P.

SMCH allows patients to set up payment arrangements following this schedule using check, money order, MasterCard or Visa:

<u>Balance is:</u>	<u>Minimum Payment:</u>
0-\$100	Paid in full
\$100 - \$200	\$50 per month
\$200 - \$500	\$75 per month
\$500 - \$1,200	\$100 per month
\$1,200 - \$2,000	\$150.00 per month
Over \$2,000	Paid in full in 18 months.

These limits are set to ensure balances are paid in full within 18 months if at all possible.

After the claims are paid by insurance and account is made self pay status, the account rolls over to Med Plan where statements are generated. The patient will receive two statements. If no payment arrangements are made, the account will go to Hauge for collections.