

Stewart Memorial Community Hospital

DEPARTMENT: Administration

SUBJECT: Collection Policy	POLICY: 200-100-016
Developed by: CEO	
Responsibility: CEO	
Effective Date: August, 2017	
Date of Revisions:	

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.

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 insure 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.