

**UNION GENERAL HOSPITAL**

**POLICY**

**SUBJECT:** Compliance with the Office of Inspector General  
Regulations and Stark II Regulations

**DATE:** January 22, 1999

**REVISED:** October 29, 2007  
September 26, 2016

**APPROVAL:**

  
\_\_\_\_\_  
Administrator

  
\_\_\_\_\_  
CFO

**POLICY:** Collection Procedure

After a patient is discharged, a bill will be generated and filed with primary & secondary insurance, if applicable. Monthly statements will be sent on all self-pay & insurance accounts, except for accounts with Medicaid primary coverage. Once all insurance amounts have been paid, if applicable, the account will be placed in self-pay status.

Accounts will remain in self-pay status for at least 120 days with no payment activity. Once the account has been in self-pay for at least 120 days with no payment activity, it will be reviewed by the Business Office to determine next steps for the account, which includes garnishment, legal action, and write-off to Bad Debt. Once an account is written off to Bad Debt, it will be sent to an outside collection agency for further collection.

The collection agency will use a combination of monthly statements and/or phone calls to attempt to collect the remaining balance of the patient account, as well as the possibility of reporting the unpaid balance to a credit agency. Once the collection agency either collects the balance or exhausts all collection efforts, the account is closed and returned to Union General Hospital.