

SUBJECT: COLLECTION FOLLOW-UP	805.PFS.PLCY8505
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DEPARTMENT: BUSINESS OFFICE	EFFECTIVE: 01/01/2000
	REVISED: 03/30/2021
APPROVED BY:	

For those patients with Third-Party Insurance coverage, once services have been provided, Union General Hospital will bill Third-Party payors (Primary and Secondary, if applicable) in accordance with the requirements of applicable law and the terms of applicable Third-Party payor contracts. Once the claim has been adjudicated by the patient's Insurance carrier(s), any remaining balance will be the responsibility of the patient. For those patients with no Third-Party coverage, the entire balance will be the responsibility of the patient.

All uninsured or underinsured Hospital patients will be screened for Medicaid eligibility and/or financial assistance through the Hospital Charity Care program. Assistance with a Medicaid and/or a Charity Care application will be provided by Hospital personnel.

Monthly Guarantor statements will be sent on all outstanding Hospital patient accounts, excluding those patients with Medicaid coverage, within thirty (30) days of discharge. Once an account has been placed in Self-Pay status for a minimum of 120 days, if adequate payments have not been made or acceptable payment arrangements haven't been set up with the Hospital, the account will be reviewed to determine next steps, including Extraordinary Collection Actions (ECAs), which may include Garnishment, referral to an Outside Collection Agency, legal action, and/or reporting to a Credit Agency.