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Owner: *Andrew Tate: VP, Ambulatory Services and Chief Practice Officer*

Policy Area: *Home Health Policies*

References:

Billing & Collections Policy, 4-029.1

Policy Statement:

After our patients have received services, it is the policy of Hugh Chatham Memorial Hospital, to bill patients and their applicable payers on a timely basis. During the billing and collections process, staff will be committed to providing quality customer service and timely follow-up on all outstanding accounts.

POLICIES: Billing

It is the goal of Hugh Chatham Memorial Hospital to bill all claims accurately and on a timely basis. Although dependent on information and communication from patients and payers, Hugh Chatham Memorial Hospital will provide sufficient followup service to ensure that patients receive accurate account and billing information and have the opportunity to make payment and/or apply for financial assistance.

The billing process will be assisted by the following guidelines:

1. For all insured patients, Hugh Chatham Memorial Hospital will bill all third party payer information (as provided by or verified by the patient) on a timely basis.
2. If a claim is denied (or not processed) by a payer due to a Hugh Chatham Memorial Hospital error; Hugh Chatham Memorial Hospital will not bill the patient for any amount in excess of that for which the patient would have been liable had the payer paid the claim.
3. If a claim is denied (or not processed) by a payer due to factors outside of Hugh Chatham Memorial Hospital's control, hospital staff will followup with the payer and patient as appropriate to facilitate the resolution of the claim. If resolution of the claim does not occur after reasonable followup efforts, Hugh Chatham Memorial Hospital may bill the patient or take other actions consistent with current industry standards.
4. After claims are processed by the payer, Hugh Chatham Memorial Hospital will bill patients on a timely basis for their respective liability amounts as deemed by their payers.
5. All uninsured patients will be billed directly on a timely basis and will receive an itemized statement as part of Hugh Chatham Memorial Hospital's normal billing process. All patients may request an itemized statement for their accounts at any time.
6. All billed patients will have the opportunity to contact Hugh Chatham Memorial Hospital regarding financial assistance for their accounts. Financial assistance may include charity care, payment arrangements, medical assistance, or other applicable programs.
7. Hugh Chatham Memorial Hospital will approve payment arrangements for patients whereby the patient

meets the payment guidelines established by Hugh Chatham Memorial Hospital. Hugh Chatham Memorial Hospital patient financial services supervisors and/or directors have the authority to make exceptions to this policy on a case by case basis based on special circumstances. Hugh Chatham Memorial Hospital is not required to accept patient-initiated payment arrangements and may refer accounts to collections if the patient is unwilling to make acceptable payment arrangements or has defaulted on a Hugh Chatham Memorial Hospital payment plan.

8. Through the use of billing statements, and letters, Hugh Chatham Memorial Hospital will take diligent followup actions to contact patients to resolve outstanding accounts. **If** accounts are not resolved during this process, the outstanding balance may be referred to a third party agency or attorney for collection in the discretion of Hugh Chatham Memorial Hospital.
9. **If** a patient disputes his or her account and request documentation regarding the bill, Hugh Chatham Memorial Hospital will provide the requested documentation within 10 business days (if possible) and will hold the account for at least 30 days before referring the account for collections.

POLICIES: Collections

Even after an account has been referred to an outside collection agency; Hugh Chatham Memorial Hospital will still work with patients to assist them with resolving their accounts. To assist with this process, Hugh Chatham Memorial Hospital staff will be directed by the following guidelines:

1. For all insured patients, Hugh Chatham Memorial Hospital will bill all third party payer information (as provided by or verified by the patient) on a timely basis. All uninsured patients are eligible for a self pay discount and will follow the same statement and collection efforts.
2. Hugh Chatham Memorial Hospital staff shall not refuse to supply information or speak with any Hugh Chatham Memorial Hospital patients on the basis that their account has been placed with a third party collection agency. Hugh Chatham Memorial Hospital staff will attempt to facilitate the resolution of the account between the patient and the agency.
3. If a patient informs Hugh Chatham Memorial Hospital or its collection agency that the patient disputes his or her account or request to place the account on an Insurance hold for appeal, the account will be held for 30 days before collection activity continues.
4. For all patient accounts referred to collection agencies, the agency and any attorney's office will be held to certain customer service standards.

PURPOSE

To define responsibilities and processes for billing appropriate parties for services provided.

POLICY

At the time of admission, third-party payer information will be collected and verified. The patient is informed at this time of any financial responsibility he/she may incur.

All applicable federal and state regulations regarding the billing of Medicare/Medicaid will be strictly followed.

Commercial third-party payer requirements will be known and followed to expedite the collection process.

PROCEDURE

1. Medicare claims will be produced and billed per current regulations. Personnel responsible for Medicare billing and collection functions will be instructed to regularly monitor changes posted as Program Memorandum at www.cms.gov.
2. Medicaid claims will be produced and billed per current state regulations. Personnel responsible for Medicaid billing and collection functions will be instructed to regularly monitor changes posted on the applicable state web site.
3. Non-government claims (commercial insurance) will be produced and billed per each company's billing guidelines. A copy of billing guidelines for each contracted payer will be kept current and available for billing personnel. Billing guidelines for non-contracted payers will be obtained at the time of insurance coverage verification.
4. Insurance copayments will be billed directly to the patient, upon receipt of third-party payment.
5. Payments will be posted daily.

All revision dates:

2/1/2012

Attachments

No Attachments

Approval Signatures

Approver

Date

Andrew Tate: Chief Practice Officer 11/7/2019