

PIKE COUNTY MEMORIAL HOSPITAL

DEPARTMENT: Business Office

TITLE: PATIENT COLLECTION POLICY

PURPOSE:

It is the goal of Pike County Memorial Hospital to provide the highest standards in the way of treatment and services offered to our community. To assure these standards are upheld, we must remain in a sound financial position. In order to do this, we must adhere to our Collection Policy.

PROCEDURES:

If you have any questions regarding the following policy, please call the Business Office at 573-754-5531.

1. PCMH will file the patient's insurance claim on behalf of the patient.
 - a. To ensure accuracy and timely of the insurance claim filing, PCMH expects the patient to provide the correct information before or at the time of service.
 - b. The patient is responsible for any co-pays at the time of service.
 - c. The patient is responsible for any balance due after the claim is filed and insurance has paid their portion of the claims.
 - d. A down payment of 20% is required at time of service for patients without insurance.
2. Payment in full by check, credit card, or money order is expected within 30 days of a statement.
3. In order to encourage our patients to pay in a timely manner, the following arrangements can be made. **Patient must call the Business Office at 573-754-5531 to set up any arrangements within 30 days of statement. Arrangements include the following:**
 - a. Minimum monthly payments of patient balance for ten months.
 - b. Discount to patient balance if bill is paid in full within 10 business days of discount arrangements.
4. Patients who reside in Pike County MO may apply for financial assistance on self pay balances from the **Trimble Fund**. Patients must meet all criteria established by the Trimble Board in order to receive the assistance.

5. Any patient who may need assistance with their bill may apply for our in house Financial Assistance. Patient must meet all criteria established within our financial assistance policy in order to receive this assistance.

6. After 90 days of no payment activity the account will be deemed a bad debt and sent to our collection agency to be reported to a credit bureau. At this time, the account will be reviewed for litigation.

7. Any variation from this policy shall be approved by the Chief Financial Officer, or Administrator.

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