

## Credit and Collection Policy

### **Policy:**

All patient liabilities for services rendered at Magruder Hospital shall be collected from all patients. Patients that qualify for the Hospital Financial Assistance under the Financial Assistance Policy will not be billed more than the AGB - Amounts Generally Billed.

Self pay accounts shall be written off the hospital accounts as uncollectible when they have minimal payment activity for 120 days or greater from the date of the initial statement for services. This includes the self-pay portion of accounts that are covered by 3<sup>rd</sup> parties (Insurance, Medicare, etc.). Accounts written off shall be sent to an outside collection agency, unless accorded a charitable adjustment, other risk management or administrative consideration that requires alternate disposition.

### **Purpose:**

To define the structure and process for determination of accounts that should be written off the hospital's records as uncollectible, and the conditions for sending to an outside collection agency.

### **Key Points:**

Magruder Hospital is committed to maintaining a consistent process for management and collection of self-pay balances. Magruder shall apply the same collection policy to all self-pay balance while making every effort to be flexible and responsive to patients concerns.

### Notice Requirements for Financial Assistance

- Signage regarding the hospital's financial assistance is posted in all registration areas and the cashier's area.
- Plain Language Summaries are available at all registration areas, cashier's window, the financial counselor offices and hospital website.
- Notice of financial assistance is available on patient statements and the hospital's website
- Applications for financial assistance are available on the back of the first patient statement, each registration area, cashier window, financial counselor's office and the hospital website.
- Financial assistance policies are available upon request at all registration areas, cashiers window, the financial counselors offices and are posted on the hospital website.

### Methods to Apply for Financial Assistance

1. Applications are available at all hospital entrances and registration areas.
2. Applications are available on hospital website. [www.magruderhospital.com](http://www.magruderhospital.com)
3. Applications are available via phone call to hospital 419-732-4004 or 419-732-4005
4. Applications are available by mail from the Financial Counselors at 615 Fulton St, Port Clinton, Oh 43452

Refer to the hospital Financial Assistance Policy and HCAP policies for patients that

may qualify for these programs.

### **ECA'S - Extraordinary Collection Action**

ECA's are actions against the individual responsible for the payment of a self pay bill that requires a legal or judicial process or reporting the individual to a consumer credit agency. Magruder will not engage in ECA's against individuals until all reasonable effort has been made to determine eligibility for assistance under this policy.

### **Procedure:**

Listed below are the guidelines that Magruder Hospital's Financial Counselor's (FC) follow for collection of self-pay accounts. When all attempts at collecting self-pay monies are exhausted then the account will be turned over to an outside collection agency.

- Contact is attempted by the Financial Counselors to all inpatient, swing and observation self pay patients/patients family after admission. This contact is to inform the patients about programs available to help in payment of their hospital account. This visit is also to reassure the patient that payment of their bill will not affect their healthcare.
- Central Scheduling personnel will notify the Financial Counselors (FC) of any self pay patient receiving a service of high dollar amounts (MRI, OBS, IP, SURG). The FC will attempt to make contact with the patient before services are rendered to inform them of Financial Assistance programs offered by Magruder Hospital and Medicaid programs.
- Patients' first statement will be generated by the hospital. This statement shows HCAP and the Hospital Financial Assistance information, as well as the HCAP/HFA application on the reverse side.
- Three additional statements will be sent by the Pre-Collection agency. All statements will be 30 days apart.
- Any application for financial assistance received within 240 days of the first statement will halt all ECA's until a determination has been made for financial assistance.
- If an account is written off to Bad Debt and the guarantor is found to qualify for HCAP, the adjustment will be made on those accounts. The time allotment for accepting applications is 3 years from the first statement date.
  - OAC 5160-2-07.17 Permits hospitals to adopt a three year limit on applications. This date is based on the first statement date and not date of service.
- Returned mail (statements or patient letters) with incorrect addresses will be turned over to Bad Debt. If the account does not have a valid address, the determination for "reasonable effort" will have been made.
- If a payment plan is established for an account that is written off to Bad Debt the FC will then refer that patient's account to the collection agency.
- Accounts will be reviewed by the financial counselors to validate all reasonable efforts have been made prior to sending to an outside collection agency.
- If a patient account becomes legal financial assistance will not be applied.