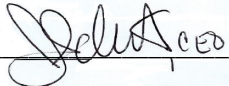


**Florida Medical Clinic, P.A.
Policy and Procedure Health Information Management
4001 CBO Collection Protocol**

CEO:  Effective Date: May 28, 2015

Revision Dates: 1/1/2016

Review Dates: _____

POLICY

It is the policy of Florida Medical Clinic, P.A. to follow State Statute, CMS guidelines and payer contract language in regards to collecting patient responsibility balances. FMC is committed to providing our patients with the highest quality experience possible. This policy outlines Florida Medical Clinic's requirements for collecting patient due balances in a timely manner.

PURPOSE

It is the policy of Florida Medical Clinic, P.A. (FMC) to collect all patient due balances at the time of service for all providers within the organization.

PROCEDURE:

1 COLLECTION PROTOCOL

- a. All patient due accounts will receive a system generated statement within 30 days of becoming patient responsibility.
- b. Patients who do not respond within 30 days of the initial statement will be sent a first warning letter to remind the patient of their balance and to ask the patient to contact the Patient Financial Services Department with any questions.
- c. 10 days after the first warning letter is sent, the Patient Financial Services Department will send the first automated phone call to the patient. All results of contact or lack of contact will be noted in the patient's account under 'Account Notes' and/or in the Collection Module.
- d. A final warning letter will be sent 10 days after the first automated phone call.
- e. If a response has not been made to the final warning letter, a second automated phone call will be sent to the patient 10 days after the final warning letter.
- f. A monthly 120+ day balance collection report will be provided to the Physician's offices for Physician review.

- g. In addition to the monthly collection report, a monthly report highlighting 31-60, 61-90 and 91-120 day old balances will be sent for the office to attempt to collect.
- h. Offices are not authorized to make adjustments on patient accounts. All requests for patient adjustments need to be forwarded to the CBO – Patient Financial Services’ Supervisor or Manager.

2 ACCEPTABLE COLLECTION PROTOCOLS

- a. Florida Medical Clinic will attempt to collect the full balance due at initial contact. The balance should be collected using a credit card, check, virtual check or cash.
- b. If it is not possible to collect the full balance, the patient should be referred to the Patient Financial Services Department for possible payment arrangements.