

**Good Samaritan Health & Wellness Center**  
Policies and Procedures

Subject: AR Collection Procedure

Policy #: 3.22.8.1

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### 3.22.8.1 AR Collection Procedure

**Policy:** GSHWC will make all reasonable attempts to collect past due accounts using A procedure that is consistent with all patient types.

**Purpose:** To have a documented collection procedure that can be consistently applied to all patients.

**Procedures:**

- 1. STATEMENT # 1**
  - a. Send statements on first billing date following the date of service.
  - b. Statement will include itemized procedures.
  - c. If patient has insurance, statement will show the current amount owed by the responsible party/patient.
  
- 2. STATEMENT # 2 ( 30 days after statement # 1)**
  - a. "Please make a payment on your account" in statement note section.
  
- 3. STATEMENT # 3 ( 30 days after statement # 2)**
  - a. "Please phone our office at 706-253-4673 to discuss your options and your health. Thank you." in statement note section.
  
- 4. STATEMENT # 4 (30 days after statement #3)**
  - a. "Please phone our office at 706-253-4673 to discuss your options for payment, Thank you." in statement note section.
  
- 5. STATEMENT # 5 ( 30 days after statement #4)**

- a. "Your account is seriously past due. Please phone our office at 706-253-4673 to discuss options for a reasonable payment plan, Thank you." in statement note section.

**6. BAD DEBT WRITE OFF**

- a. Account is referred for bad debt write off.