

HealthWorks

POLICY TITLE:
Credit & Collection

NUMBER: 15 00 08

ORIGINATOR: BUSINESS OFFICE

POLICY APPLIES TO:

Entire Organization and all Sites

APPROVED BY:

("Entire Organization" or Department Name)

Board of Directors

EFFECTIVE DATE: 02/01/2015

("Board of Directors" or Committee Name)

DATE APPROVED: 10/21/2019

POLICY

It is the policy of HealthWorks to provide a copy of the Credit & Collection policy to every patient.

PROCEDURE

1. The Credit & Collection policy includes information regarding HealthWorks' policy as it relates to the following:
 - a. Sliding fee scale
 - b. Insurance companies — participation and billing;
 - c. Time-of-service payment;
 - d. Patient financial responsibility;
 - e. Workers' compensation;
 - f. Auto accidents;
 - g. Collections;
 - h. Contact information for the billing office; and
 - i. Other relevant information.
2. The Credit & Collection policy is posted on the HealthWorks website and presented to patients when they register at the front desk.
 - a. After patients read the Credit & Collection policy, a HealthWorks staff member asks them if they have any questions.
 - b. The staff member answers any questions.
 - i. If patients do not have any questions, the staff member verbally reinforces the patients' responsibility for paying their balance in full.

References:

Key Words: financial policy, collections, auto accident, workers' compensation, patient financial responsibility, third party payers

Review Period: 2 years

Staff Policy Committee Revision Dates: 09/05/2019, 10/04/2017, 01/21/2015