

## 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: 10/18/2021**

### 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: 09/02/2021, 09/05/2019, 10/04/2017, 01/21/2015