

## Panama City Surgery Center

### SUBJECT: Collection Procedures

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**Policy:** Panama City Surgery Center will establish collection procedures that will allow a consistent and transparent method for patients to pay their patient portion. All collection activity and processes shall be done in accordance with the statutes outline in the Fair Debt Collection Practices Act.

**Purpose:** To establish standards to ensure systematic, consistent and timely collection follow-up.

**Scope:** All accounts with outstanding balances that do not have appropriate payment arrangements.

#### **Procedure:**

1. Upon request and as required by Florida Law, the Center will provide to prospective patients an estimate of gross charges, before any adjustment for your healthcare plans or self-pay discounts in writing within seven (7) business days.
2. Patients are responsible for understanding their insurance coverage and for paying their patient portion. For the convenience of the patients, the Center accepts most major credit cards and checks up to \$500.
3. The Center will bill the patient's insurance carrier upon completion of their procedure.
4. Any outstanding monies due after the patient's insurance carrier has paid, less any monies paid by the patient up front, will be billed to the patient.
5. Bills for patient balances due are mailed out monthly in addition to patient statements.
6. If a patient is unable to pay the full balance due, Care Credit is available and allows monthly payments to be made. The billing office can assist with getting the patient application to Care Credit.
7. Courtesy phone calls are made to patients after 60 days of inactivity in an attempt to collect payment for the full balance due.
8. Balances not paid within 90 days from the date patient responsibility was established will be forwarded to the Business Office Manager for review and approval to be referred to an outside collection agency.