

**MILE BLUFF MEDICAL CENTER**  
**Mauston, Wisconsin**

**DEPT:** Patient Accounts

**SUBJECT:** Collection of Patient Liabilities

**PURPOSE:** To resolve patient accounts in a timely and professional manner.

- A. Insurance Account - Every effort will be made to collect maximum payment due from insurance companies on the accounts that have insurance benefits.

When final response is received from the insurance company, a billing statement will generate from account.

If payment is not made within 30 days of the first statement date, a call may be placed to ask for payment or payment plan.

- B. Private Pay Accounts - When no insurance coverage exists or accurate insurance information is not provided by the patient within a timely manner, a phone call may be placed to the patient or responsible party in order to make payment arrangements, using the established payment schedule.

- C. Phone Contact - Telephone calls will be attempted at different times of the day and evening hours (8am to 9pm) but MBMC staff or contracted staff.

- D. Series Letters – A campaign of letters may be engaged to contact responsible party for payment.

- E. Payment Monitoring – Payment plans which are agreed upon between debtor and facility will be monitored each month.

- F. Delinquent Accounts – If MBMC received no reasonable payment, or there is lapse in payment plan agreement, MBMC may place the account with a contracted collection agency.

- G. Special Attention will be given to Medicare accounts being considered for collection agency handling to ensure that the Medicare 120 day rule is followed. This rule states that a Medicare person must have at least 120 days from when they received first statement to pay before account can be sent to a collection agency.
- H. Collection Agency Pull-Back Accounts - Accounts will be taken out of collection only at MBMC discretion and with appropriate cause noted.
- I. Financial Assistance -- A financial assistance application will be offered to any patient owing a personal balance and expressing difficulty in meeting their financial obligation.