

EDWARDS COUNTY HOSPITAL AND HEALTHCARE CENTER
620 W 8th, Kinsley, KS 67547

Policy/Procedure #: 1.50		Page 1 of 1
Policy Manual: Business Office	Department Approval: <i>Nancy Craft</i>	Date: 7-27-17
	Administrative Approval: <i>Christi Smith</i>	Date: 7-27-17
Policy/Procedure: Billing/Collections	Medical Staff Approval: N/A	Date: N/A
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Replaces Policy Dated:	Retired:	

PURPOSE: To bill all services provided in a timely manner.

PROCEDURE:

1. Use a billing process that is clear, concise, accurate and patient friendly.
2. Check claims in the production queue of the computer system daily to ensure that all claims are free of errors and ready for submission. Claims are printed and mailed to payer or submitted electronically to the clearing house for adjudication and payment.
3. On a daily basis, monitor rejections and/or errors from the clearing house.
 - A. Errors are corrected and claims are resubmitted for processing.
4. While a claim is pending insurance, it is not billed to the patient. When a claim paid or denied by the insurance company, the balance due shall be billed to patient on the monthly statement. If a claim has not been paid by insurance after 30 days, we shall contact insurance to research why it is not paid and refile the claim. At this point the Financial Class shall be changed to Self Pay and the patient shall receive a statement. If the claim is paid by the patient within 30 days of the first statement, a discount of 20% shall be applied to the charges which are due by patient.
5. Claims rejected by payers are reviewed on the same day or first business day following a weekend or holiday. The errors are then corrected and the claims are resubmitted for payment.
6. When the Insurance Company has paid on an account, the remaining account balance, which is the patient's responsibility, shall be sent to pre-collections to forward a monthly statement and to call the Guarantor for payment arrangements. If no arrangement or payment is received after 120 days, the account is turned over to a Collection Agency and written off to bad debt.