



**UNIVERSITY OF SOUTH ALABAMA
HOSPITALS**

Policy and Procedure Manual

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Subject: Self-Pay Balance Follow-Up and Collection

Patients and/or guarantors who present to one of the University of South Alabama's hospitals for medical treatment or tests will be billed for any patient balance after insurance or if there was no insurance at all.

Self-Pay Balances in Accounts Receivable – No Insurance

All patients who present without insurance receive a letter notifying them that the hospital has no insurance coverage on file and asking them to call and update their account. If insurance is not added to the account and billed, a series of statements and letters will be sent to the patient/guarantor demanding payment on account. If payment arrangements are not made, within approximately 120 days, the account moves to the external collection agency. The external collection agency immediately begins a series of demand letters and statements as well as phone calls to the patient/guarantor. Approximately 120 days after being turned over to the external collection agency and all legal collection efforts are exhausted, the account is returned to the hospital as paid in full or as uncollectible.

Self-Pay Balances in Accounts Receivable – After Insurance

All patients who present with insurance receive a letter or statement notifying them of their balance after insurance pays. (Medicare, Medicaid, Blue Cross, Commercial, etc.) A series of statements and letters will be sent to the patient/guarantor demanding payment on account. If payment arrangements are not made, within approximately 120 days, the account moves to the external collection agency. The external collection agency immediately begins a series of demand letters and statements as well as phone calls to the patient/guarantor. Approximately 120 days after being turned over to the external collection agency and all legal collection efforts are exhausted, the account is returned to the hospital as paid in full or as uncollectible.

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