PURPOSE:
To provide a process for the timely billing, payment and collection of patient accounts.

POLICY:
The patient is ultimately responsible for the timely payment of all outstanding charges to their account regardless of whether those charges have been submitted to an insurance company.

PROCEDURE:

1. Charges submitted to an insurance carrier will be processed per Insurance Billing policy (BO-101).

2. Patients are sent a monthly invoice per Invoice Printing policy (BO-100), which itemizes unpaid patient balance for services and charges the patient has received.
   2.1. Payment of any outstanding patient balance is due 20 days from the invoice date.
   2.2. Patients unable to pay the full account balance in one payment may request a payment agreement at the Business Office.
       • Monthly payment agreements can be arranged for not less than 10% of the patient balance or $20.00 whichever is more.
       • Payment Agreement form (BO-203-1) is to be completed with the amount agreed to pay and the date the payment will be received.
       • If the initial payment agreement is not kept, another payment agreement should not be made except under extenuating circumstances.

3. A patient list of accounts with an outstanding balance over 90 days will be printed from:
   • Open Billing
   • Organizational view
   • Financial Reports
   • Account Aging-Summary – Date is 90 days prior to current date.
   • Export file, alphabetize and print report.
   3.1. All accounts will be reviewed to ensure patient has been billed for 3 billing cycles, that no payments have been received and to ensure that no
payment agreement exists between SHS and the patient. Any accounts failing to meet this review will be forwarded to Bursar for collections.

- This will cause a financial hold to be placed on the student account keeping them from enrolling or getting transcripts until paid.
- If the patient is no longer a student at the University of Kansas the Bursar will send them four statements before sending the charges to an outside collection agency.

REFERENCES:
BO-101 Insurance Billing policy
BO-100 Statement Printing policy