

**UNIVERSITY OF KANSAS
WATKINS HEALTH SERVICES
BUSINESS OFFICE**

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| NUMBER: <p style="text-align:center">BO-212</p> | ISSUE DATE: <p style="text-align:center">02/25/2004</p> |
| TITLE: <p style="text-align:center">Deceased Patients Account Resolution</p> | REVISED: <p style="text-align:center">07/13/2016; 10/05/2018</p> |
| TITLE OF OWNER: <p style="text-align:center">Business Operations Manager</p> | APPROVED: <p style="text-align:center">Director</p> |

PURPOSE:

To ensure the accounts of deceased patients with outstanding balances are resolved in a business-like fashion with sensitivity for the circumstances.

POLICY:

Business Office staff will consistently follow this procedure whenever notification is received from Student Success of a patient's death.

PROCEDURE:

1. The electronic record for the patient shall be marked "deceased" showing the date of death by the Registration and Records department. The notification is then given to the Business Operations Manager to check for charges.
2. A final statement should be sent to the home address of record, and no further statements shall be sent.
 - 2.1. The patient account will be put on hold to suppress further statements.
 - 2.2. If the outstanding account is not paid within 90 days from the date of the final statement, the account shall be written off and further collection efforts shall cease.
3. If notification of death is received from a source other than the University, the Business Operations Manager will call the designated person at Student Affairs for them to investigate and send the appropriate notification of death throughout the University.

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