PURPOSE:
To have steps in place 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 notified of a patient death.

PROCEDURE:
1. The electronic record for the patient shall be marked “deceased” showing the date of death.

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.

3. If notification of death is received from a source other than the University, a copy of the death certificate is required.

4. If the outstanding account is not paid within 180 days from the date of the final statement, the account shall be written off and further collection efforts shall cease.