PURPOSE:
To provide minimal information to the Bursar’s Office or Collection Agency when a patient disputes charges sent to collection.

POLICY:
The following information will be sent to the Bursar’s office when a dispute of the charges sent to collection is received concerning a University of Kansas student. If the patient is a non-student of the University of Kansas (ex: KU employee, camper, etc) the following information will be submitted directly to the collection agency.

1. Patient’s name
2. Date of service
3. Service type is either “Rx” or “Visit”
4. Amount of charge
5. Date charge was sent to the Bursar
6. Amount of any payments or adjustments

REFERENCES:
Disclosures of PHI to KU Support Services (AD-312)