UNIVERSITY OF KANSAS
WATKINS HEALTH SERVICES
BUSINESS OFFICE

NUMBER: BO-303	ISSUE DATE: 4/12/91
TITLE: Collection Agency Disputes	REVISED: 10/6/11; 09/30/17; 02/19/19
TITLE OF OWNER: Business Operations Manager	APPROVED: Director

PURPOSE:
To describe how the Business Office will provide information to Student Account Services or Collection Agency when a patient disputes charges sent to collection.

POLICY:
The Business Office has the responsibility to respond to such inquiries in a timely fashion but the content of the information provided must be only that which is minimally necessary to fulfill the request.

PROCEDURE:
The following information will be sent to Student Account Services when a dispute of the charges sent to collection is received concerning a University of Kansas student. If the patient is a non-student (ex: KU employee, camper, visitor, etc.) the following information will be submitted directly to the collection agency.

- Patient's name, Patient's DOB, Patient's Address & Phone number
- Date of service
- Amount of charge
- Date charge was sent to the Bursar
- Amount of any payments or adjustments
- Balance outstanding.

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

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