



SUBJECT: Collections Practices Zero Tolerance Policy

SPONSOR: Chief Financial Officer

CATEGORY: Rights and Responsibilities of the Individual

DEPARTMENT IMPACTED: Business Office

PURPOSE: To provide consistent guidelines for conducting collection practices in a non-abusive, harassing, oppressive, false, deceptive or misleading manner.

RESPONSIBILITY: CFO, Revenue Cycle Director and designated personnel are responsible for the creation, revision and enforcement of this policy.

DEFINITIONS:

1. Neither medical center employees nor debt collection agencies shall use abusive, harassing, oppressive, false, deceptive, nor misleading language practices when attempting to collect unpaid patient debt.
2. Patients shall be treated in a respectful manner when discussing debt collections and will be given the opportunity to discuss their debt repayment with the medical center's Revenue Cycle Director or their representative.
3. All medical center employees that attempt to collect unpaid debt shall receive ongoing proper instruction on acceptable debt collection techniques.
4. The medical center shall require that any medical center employee, third party collection agency or attorney utilized, keep a log of all oral and written complaints received by any patient concerning the conduct or debt collection practices of the agency.
5. Logs of all oral and written complaints shall be submitted to the Revenue Cycle Director at least six times per year for review.
6. Any violations of this policy may result in disciplinary action or contract termination.

POLICY STATEMENT: It is our goal to provide affordable healthcare services to all patients regardless of the ability to pay and to maintain the financial integrity of the medical center. The medical center's employees may attempt to collect unpaid debt from patients. The medical

center as a last resort may enlist the assistance of the third party debt collection agency to assist in the collection of outstanding patient debt.

APPLICABLE LEGISLATION AND REGULATIONS:

RELATED REFERENCES, APPENDICES AND FORMS: