

# SOUTHERN HIGHLANDS COMMUNITY MENTAL HEALTH CENTER

## POLICY AND PROCEDURE MANUAL

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### Policy 361 – Collection Procedure

#### I. INTRODUCTION

In the process of providing mental health services it is understood that frequently this must be done by extending credit to consumers. This collection procedure applies to all services for consumers who are responsible for the payment of these services. Please refer to HIPAA Policy 522 – Individual's Right to Accounting of Disclosures of PHI.

#### II. PROCEDURE

Collection procedures will be initiated after 90 days of no payment. The procedure will be as follows:

1. The Accounts Receivable Specialist will review the account. No crisis services will be submitted to a collection agency.
2. The Case Manager will be notified before the initiation of the collection procedure. The key concern will be clinical issues that may contraindicate the initiation of this procedure.
3. The consumer will be notified that their account is delinquent and to avoid our taking further action to collect, they are to contact us within five days in order to make arrangements for payments on their account.
4. The above notice will be in writing and will only apply to account balances of \$50.00 or more.
5. For closed cases the account balance will be sought.
6. For open cases the amount of payments in arrears will be sought (plus adherence to the agreed upon schedule of payments).
7. If the consumer fails to respond to this process, they will be notified that the account will be turned over to a collection agency.
8. At this juncture the Executive Director will be notified of all cases that are to be turned over to the collection agency.
9. Services will not be denied during this process, but efforts will begin to refer to other providers.

