

	Procedure Number:
	Effective Date: 01/01/2024
	Title: Collections policy

SCOPE (choose from: District wide, Family Medicine, Hospice, Hospital): District Wide	
LEVEL (any departments within service areas that the procedure applies to): Patient Financial Services Dept.	
PURPOSE: To establish the collection process to comply with the Department of Health’s rules and the requirements of State regulations.	
<p>Collection Practices:</p> <p>A. In compliance with relevant state and federal laws, and in accordance with the provisions outlined in this Billing and Collections Policy, Klickitat Valley Health may engage in collection activities—including extraordinary collection actions (ECAs)—to collect outstanding patient balances.</p> <p>1. General collection activities may include [follow-up calls on statements]</p> <p>2. Patient balances may be referred to a third party for collection at the discretion of Klickitat Valley Health. Accounts will be referred for collections only with the following caveats:</p> <ul style="list-style-type: none"> a. There is a reasonable basis to believe the patient owes the debt. b. All third-party payers have been properly billed, and the remaining debt is the financial responsibility of the patient. Klickitat Valley Health shall not bill a patient for any amount that an insurance company is obligated to pay. c. Klickitat Valley Health will not refer accounts for collection while a claim on the account is still pending payer payment. However, Klickitat Valley Health may classify certain claims as “denied” if such claims are stuck in “pending” mode for an unreasonable length of time despite efforts to facilitate resolution. d. Klickitat Valley Health will not refer accounts for collection where the claim was denied due to a Klickitat Valley Health error. However, Klickitat Valley Health may still refer the patient liability portion of such claims for collection if unpaid. e. Klickitat Valley Health will not refer accounts for collection where the patient has initially applied for financial assistance or other Klickitat Valley Health sponsored program and Klickitat Valley Health has not yet notified the patient of its determination (provided the patient has complied with the timeline and information requests delineated during the application process) 	<p>POSITION(S) RESPONSIBLE</p> <p>PFS Director</p> <p>Patient Acct Reps.</p> <p>Business Office Staff</p> <p>CFO</p>