

	Procedure Number:
	Effective Date:
	Title:

<i>SCOPE</i> (choose from: District wide, Family Medicine, Home Health Hospice, Hospital): <i>HOSPITAL AND CLINIC</i>
<i>LEVEL</i> (any departments within service areas that the procedure applies to): <i>PATIENT FINANCIAL SERVICES</i>
<i>POSITION(S) RESPONSIBLE: PATIENT FINANCIAL SERVICES/ FINANCIAL COUNSELOR</i>
<i>PURPOSE:</i> To Establish the guidelines by which KVH follows our Bad Debt Policy 060-251

PROCEDURE:

Reasonable collection efforts of non-indigent patients must continue for a 120 days, beginning with the day the first bill was sent. Each time that a new payment is received, regardless of the amount, the 120-day clock must restart.

A pre-collection worklist is set up in KVH's EMR once a patient has received their fourth statement and has fallen into the 120 days to attempt to collect, a final letter will be generated that indicates the balance is past due and needs immediate attention. If no payment is received within 15 days of the letter the account will be sent to a collection agency.

After 30 days from receiving notification from the collection agency, the patient will be subject to collection fee that will be assessed pursuant to the provisions of RCW 19.16.500

Bad Debt: Un- collectable amounts, excluding contractual adjustments, arising from failure to pay by patients whose care has not been classified as Financial Aide.