

SUBJECT:	Collection Policy	Policy # 1202
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CODE REQUIREMENT:	501 R Requirements	EFFECTIVE: 01/2015
ISSUED:	Executive Administration	REVIEWED: 01/2016
SIGNATURE:	FOR REFERENCE ONLY Official Signature on file in Administration	REVISED: 01/2018

PURPOSE: To outline Logansport Memorial Hospital collection policy as it relates to the collection of patient accounts and to provide information to patients regarding options available for payment, and actions that may be taken in the event of non-payment.

Definition of Terms:

Application Period is defined as the period that begins on the date the care is provided to an individual and ends on the 240th day after the individual is provided with the first billing statement of care

POLICY / PROCEDURE:

Insurance will be filed as a courtesy to the patient. Estimated payment for self-pay portion may be requested prior to service or at discharge. Unless prohibited by contract, the patient will be billed for any unpaid balances within 60 days of the insurance billing. Payment can be arranged in the following ways.

A. Elective services:

1. As much as possible, all patients will be screened prior to receiving elective, non-emergent care, to ensure they are informed of payment options and potential discounts prior to making a care decision
2. A partial payment will be required at the time of service, followed up with 6 equal payments over 6 months and no longer than 1 year

B. Non-Elective Services:

1. Payment plans will be set up over 6 months and no longer than 1 year
2. Approved payment plans through an approved outside financing agency
3. Other arrangements due to mitigating circumstances subject to approval by hospital CEO or CFO
4. Community Assistance is available for all patients who cannot pay their bill. The community assistance policy and application is available on logansportmemorial.org, the Cashier Office or by calling Financial Counselors at 574-753-1371 or 574-753-1577.

Action due to Non-Payment:

1. Failure to make arrangements as listed in A & B above or failure to apply for and receive approval under the Community Assistance policy #1201 may result in the account being placed with a collection agency due to non-payment.
2. At least 30 days prior to initiating ECA(extraordinary collection actions), LMH or its authorized vendor will provide the patient a written notice or phone call:
 - A. Indicating that community assistance is available;
 - B. Send a plain language summary;
 - C. Identify the ECA that LMH intends to initiate to obtain payment for the care;
 - D. State a deadline after which such ECA may be initiated that is no earlier than 30 days after the date that the written ECA notice is provided

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3. The collection agency may report the account to one or all three credit reporting agencies which may ultimately adversely affect the patient's credit score. Additionally, the collection agency may sue and obtain a judgement against the patient for non-payment. These actions will not occur until 120 days after the patient is sent their first follow-up statement indicating the amount they owe.
4. A patient may apply for community assistance at any time during the application period, even though they have been placed with a collection agency. If the patient was sent their first notice on the account for which they are applying for a discount between 120 and 240 days before they complete their application, the actions in 2 above will be suspended until the Community Assistance application eligibility is determined.