

Appendix E: BILLING AND COLLECTIONS POLICY

- A. Johns Hopkins Medicine will take the following actions to obtain payment of patient bills for medical care.
1. Contact patient/guarantor to arrange for payment of patient liability and send letters to patient/guarantor to expedite payment.
 2. Document all conversations and actions taken in an automated billing system.
 3. Review self-pay accounts for \$2,000 and over and prioritize follow-up using aging status below:
 - a. 0 to 30 days - Current
 - b. 30 to 60 days - Delinquent
 - c. Over 60 days - Seriously Delinquent
 - d. Monitor accounts under \$2,000 which are automatically billed with data mailers by the automated billing system.
 4. Consolidate related accounts as appropriate.
 5. Contact patient/guarantor via telephone to determine the timing of paying the balance in full. Determine timing and frequency of contacts based on dollar balance, account age, billing cycle, and prior representations made by patient/guarantor.
 6. Correct any incorrect or missing demographic information in the automated billing system.
 7. If the patient/guarantor claims to have paid this balance, request a copy of the canceled check or receipt number.
 8. If the patient asserts inability to pay in full or in part, obtain household size, income, and available liquid assets (cash, bank accounts, stock accounts, bonds, etc.) to determine if the patient is qualified for JHM Financial Assistance Program:
 - a. If the patient appears qualified or if the patient requests free care, send the patient a financial assistance application.
 - b. If the patient does not appear to meet the qualifications for financial assistance, negotiate the shortest possible repayment terms in accordance with JHM Finance Policy No. PFS034 - Installment Payments. Set up an installment plan in an automated billing system.
 9. Collect a balance on the undisputed portion of the disputed account, and resolve questions and conclude payment arrangements for the disputed portion of the account within 15 days.
 10. Refer accounts with outstanding legal issues (bankruptcy, estate, possible litigation, criminal injuries compensation board claims, etc.) to, supervisor for resolution or referral to the proper department.
 11. Send a letter requesting immediate payment or contact with a JHM Collection Representative to patient/guarantors who cannot be reached by telephone.
 12. Record and re-queue the account for the expected payment date (allowing two days for posting) or for the return of the JHM Financial Assistance application.
 13. Send to Legal Team to complete proof of claim for estate or bankruptcy processing as applicable.
 14. Patient statements are sent every 30 days for collectible patient balances. 30 days after sending the fourth patient statement, determine if an account is uncollectible and recommend placement with an external collection agency as appropriate.
 15. Corporate Legal Dept.
 - a. Review accounts referred by Collection Dept. and provide guidance on the resolution of specific cases.
 - b. Complete proof of claim for estate or bankruptcy as applicable and monitor.
 - c. Please review your entity's legal policy for additional information regarding self-pay collection practices.