BAD DEBT / COLLECTIONS ASSIGNMENT

ADMINISTRATIVE POLICY	
Campus: All Swedish Hospital Facilities, Departments, and Clinics	**Approved:** **April 2014**
Department: Customer Service Center	**Next Review:** **April 2016**

POLICY:

In the interest of promoting financial stability and conserving scarce resources for indigent care, Swedish will ensure that debts owed by guarantors for medical services provided by SHS are collected in a timely manner.

Payment for debts owed for medical services provided by Swedish will be pursued according to uniform criteria and procedures. The criteria and procedures for assignment to collections/bad debt will be applicable to all Swedish guarantors who have not qualified for full financial assistance under the relevant Financial Assistance (Charity Care) Policy.

Swedish will comply with relevant federal and state laws and regulations in the assignment of bad debt.

All patient account balances that have aged one hundred twenty (120) days after the assignment to self pay and that meet the following criteria are eligible for placement with a collection agency:

- Swedish has made attempts to collect using reasonable collection efforts. Swedish will attempt to mail three (3) statements. All billing statements include a notice about the Swedish Financial Assistance Policy.
- Accounts with a “Returned Mail” status are eligible for collections assignment after the account balance has aged more than ninety (90) days and all good faith efforts have been documented and exhausted.
- If patient currently has other accounts that are open, unresolved bad debt balances, Swedish reserves the right to send accounts to collections earlier.
- Swedish will suspend any and all collection actions if a financial assistance application is received within 240 days of the first statement, and will suspend any extraordinary collection actions (ECAs) that have started until the application has been processed. Further, if Swedish determines the individual is eligible for financial assistance, it will reverse any ECAs and promptly refund any overpaid amounts

If a patient disagrees with the account balance, the patient may request the account balance be researched and verified prior to account assignment to a collection agency.

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“Assignment to self pay” refers to the charge for which the patient is responsible. This amount may be determined as patient responsibility after insurance has processed the claim, or the total charges billed to the patient if the patient is not eligible for insurance or Financial Assistance.

Accounts at a collection agency may be recalled and returned to Swedish at the discretion of Swedish. Swedish may choose to work the accounts to resolution with the guarantor or a third party as needed, or place the accounts with another collection agency.

While Swedish itself does not generally pursue legal action to collect a confirmed debt, agents acting for Swedish may choose to do so.

Agents who are collecting accounts are required to submit a request for approval to Swedish leadership prior to initiating any legal action.

Population Covered

All Swedish patients

Responsible Persons

Customer Service Representatives

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