

SUBJECT: COLLECTIONS

EFFECTIVE
DATE: 03-22-10 (replaces 08-01-96)

APPROVED BY:

Reviewed (no changes): 04-06-11 _____

Executive Director

POLICY

It is the policy of McIntosh Trail CSB that every attempt shall be made to collect accounts receivable. Efforts will be made to maximize collections from third party payors. However, consumers have the right to receive services free of charge when a review of their financial status confirms inability to pay.

PROCEDURE

1. Payment will be expected at the time the service is delivered.
2. When payment is not made at time of service, a payment plan will be established.
3. All consumers with bills in excess of \$5.00 will be sent a bi-monthly statement.
4. All accounts will be monitored for monthly payments.
 - A. No payment in 30 - 90 days:

Internal collection procedures are applied.
 - B. No payment in 90 days:
 1. Accounts under \$15.00 may be written off per Write-Off policy.
 2. Accounts over \$15.00 may be referred to a collections agency. Collection referral information will be completed and sent to center director/designee for final authorization. The center director will consider the following mediating factors:
 - a. Ability to pay:
 1. Insurance company has already made payment to the consumer, but the consumer has not paid.
 2. Consumer has regular income and/or savings accounts but inability to pay is due to non-essential debts.
 3. Consumer receives large back payment for SSI or other type settlement.
 2. b. Level of dysfunction:
 1. Consumer is at risk of hospitalization.
 2. Consumer has limited ability to handle additional stress.
 3. Consumer has limited ability to understand responsibility for bill.
 3. When notified by the collection agency that no further payment is expected, the account will be written off.
5. Any accounts which have been written off may be reinstated when a consumer returns for services or the situation changes which enables payment.
6. Refunds to consumers must be made when revenues have been received which exceed 100% of the cost of services. Refunds may be made when a consumer has a credit balance which does not result in payment over 100% of the cost of service.