

FLOW CHART for POS Collections on Scheduled Services w/Estimated Charges over \$800.00

Is service scheduled more that 7 days out?

YES

<u>Task</u>	<u>Service</u>	<u>Who</u>
1 Pre-register Patient 2 Verify Insurance and do precert 3 Estimate charges 4 Send Patient Letter 5 Put in account note to include date letter sent, est. charges, amount to collect At time of service ask for any unpaid portion 6 (Registration)		

NO

Diagnostic Services/Endo/SMO		
<u>Task</u>	<u>Service</u>	<u>Who</u>
1 Pre-register Patient 2 Verify Insurance and do precert 3 Estimate charges 4 Put in account note re est charges, amnt to collect At time of service ask for any unpaid portion 5 (Registration)		

Surgeries		
<u>Task</u>	<u>Who</u>	
1 Pre-register Patient 2 Verify Insurance and do precert 3 Estimate charges 4 Put in account note re est charges 5 Take immediatley to Patient Account Rep 6 Call patient to notify them of amount due and/or qualify them for assistance 7 Put in account note of what to collect at time of service 8 At time of service ask for any unpaid portion		Registration

