THE MEDICAL ACCOUNTS RECEIVABLE RESOLUTION PROCESS

Each item in this graphic is described in detail in the full report. The graphic has been simplified for illustration purposes.

PRESERVICE/DISCHARGE PATIENT EDUCATION AND ENGAGEMENT

- What to discuss
- How to engage patients
- When and where to have discussions

POSTDISCHARGE RESOLUTION PROCESS

STEP 1: Screen patient’s account

STEP 2: Send a clean bill to the patient for their portion

STEP 3: Consider other resolution options:
  - Resolve the account internally
  - Send to early-out business affiliates
  - Administrative/small balance write-off of account

Is the account deemed a bad debt risk and sent to collection agency?

N

STEP 4: Collection agency attempts to secure payment via methods approved by hospital board or other authorized body

STEP 5: Optional extraordinary collection options (not required by best practice) may be initiated (providing that at least 120 days have passed since the initial bill was issued, and after following steps in Exhibit 2)
  - Credit bureau reporting
  - Civil actions

STEP 6: Use other methods
  - Second placement with collections
  - Sale of debt by provider

ENDPOINTS

- Patient is granted 100% financial assistance
- OR
- Patient pays full amount due

PROCCESS STOPS

- Patient pays full amount due
- OR
- Provider opts not to pursue further collection efforts