

**SWEET MEDICAL CENTER
POLICY & PROCEDURES MANUAL**

FINANCIAL

Accounts Receivable Credit Limit Policy

When a guarantor has been sent to collection more than one time, the Front Desk Manager will refer the patient to the Chief Financial Officer prior to scheduling another appointment. The Chief Financial Officer will interview the patient and:

1. Review and complete the New Patient form with billing information and the Agreement to Pay. Responsibility for payment will be emphasized.
2. Discuss alternatives to full pay; i.e. HAP, insurance coverage, MDCD, CHIP etc.
3. Explain to the patient that if the patient is insured or qualified for the HAP, the appropriate co-pay must be paid prior to the appointment. If the patient is uninsured the minimum appropriate fee for the type of appointment must be paid prior to the appointment.
4. Explain to the patient that the maximum amount charged to the account will not exceed \$200.00 or one visit.
5. Explain to the patient that, if there is another uncollectable balance, the guarantor will be asked to find another medical home.

The Chief Financial Officer will add the appropriate note to the patient's record to alert the Front Desk Manager of any fees to be collected prior to the appointment. If the Front Desk Manager is responsible for collecting required fees. If the Front Desk Manager has questions about actions to be taken, she/he must check with the Chief Financial Officer.
Directors

Approved: _____

Chair, Board of Directors