



Procedure #: CBP0001

Date Updated: 06/29/2018

Patient Responsibility Collection Procedures

Purpose: To outline Nemours' procedures for collecting outstanding guarantor patient responsibility balances for both hospital and physician services.

Responsibility: Central Business Office Associates – Account Advisory Team

1. Procedures:

- 1.1 It is the policy of the Nemours Central Business Office to begin sending patient statements for patient balances by the thirtieth day after that balance has been realized.
- 1.2 The guarantor will receive a statement once per month and they will receive a total of 6 statements during a 180 day period.
- 1.3 Unless a payment plan has been established, a maximum of six statements will be sent to a guarantor alerting them of their outstanding balance.
- 1.4 If a guarantor has established a payment plan, then monthly statements will continue to be generated until such payment plan has been paid in full.