

**September 25, 2023**

**Collections**

Presenter:

Kim Patterson

Business Office Consultant

CHR Consulting Services, Inc.

# Collections (Private Pay)

- One month rent due at time of admission
  - Admission and/or facility designee to obtain at time of sign-in

# Collections – Resident Liability

- Discussed prior to admission
  - Admission and/or facility designee to obtain at time of sign-in

# Collections – Insurance Co-Pays

- Prior to admission provide resident co-pay amount per insurance verification
- Ensure resident and/or resident representative is aware of amount, can they pay and if not, do they need to apply for Medical Assistance?
  - Facility will bill resident and/or resident representative after insurance pays

# Collection Guidelines

Ten (10) days after the date of the statement, the following guidelines are implemented:

- By the 15<sup>th</sup> of the month, the first reminder (call and letter) is completed
- On day 30, second invoice sent with late notice letter mailed
- On day 45, phone call placed with a 3<sup>rd</sup> collection letter mailed
- Day 60, a phone call from Administrator placed and final collection letter sent
- Day 70, file with small claims court and 30 day discharge notice mailed

AR review of all private accounts

# Documentation

Document every conversation held – date, time and with whom conversation held with.

**DOCUMENT**

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**DOCUMENT**

# Questions

