



DOCUMENT ID: BO #101	POLICY AND PROCEDURE TITLE: BAD DEBT COLLECTION POLICY	ORIGINAL DATE 7/15/2020
REVIEWED ANNUALLY:	REVISION DATE:	APPROVED BY: Gregg Gibbes, CEO

POLICY: To ensure that all accounts are paid and collected upon in a timely manner.

PROCEDURE: When all feasible collection efforts have been exhausted on an account and it has been determined that the balance is uncollectible, the account should be identified as a bad debt account. This will not occur until there have been statements and collection letters sent out on the account.

- Accounts are reviewed monthly to identify accounts with no payments or no payment arrangements.
- After in house collection efforts have been exhausted, the account will go to an outside collection agency.
- The collection agency will try to collect in full or set up payment arrangements on the account.
- The collection agency will put forth the same collection efforts on all accounts, regardless of payer type.
- The collection agency can and will use court action to obtain payment if necessary.
- If the collection agency exhausts all collection efforts the account will be returned to Simpson General Hospital.