POLICY STATEMENT

It is the policy of the XXXX Health System to collect patient payments for services provided. All patient payments will be processed through HealthPay 24 (HP24) point of service payment platform. All patient payments will be reconciled by each respective department or by the Cashier Services Department dependent on the procedure in that specific site. This policy applies to all members of the Patient Access Services Department (PAS) workforce. Patient Access Services Department team members are expected to uphold the “Culture of Care” in all interactions with our patients, customers and one another.

DEFINITIONS

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tr>
<td>Coinsurance</td>
<td>A fixed percentage the patient must pay against a claim after the deductible is satisfied</td>
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<td>Copayment</td>
<td>A fixed dollar amount the patient must pay for healthcare services</td>
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<td>Deductible</td>
<td>Amount paid for covered healthcare services before insurance plan begins to pay</td>
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<td>Estimate</td>
<td>Approximate calculation of the patient’s out-of-pocket financial responsibility</td>
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<td>International Patient</td>
<td>A patient who permanently lives outside the United States (i.e. tourist)</td>
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<td>Out-of-Pocket</td>
<td>The financial liability owed by the patient (i.e. Deductible, coinsurance, copayment)</td>
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PROCEDURE

1. COLLECTIONS
   A. Estimates
      • CBO will create an estimate and will make an attempt to collect as applicable by service.
If PARTIAL payment is collected by CBO, the payment Collect Payment task will be placed in progress in PAI.

If NO payment is collected, the Collect Payment task is left RED in PAI.

- If an estimate has not been generated, create and print an estimate in PAI through ClearIQ based on services rendered.
- Reference the following job aids for instructions on how to run a patient estimate (pages 50-54): https://intranet.XXXX.edu/NSLIJ/departments/PAS/PAS_LearnDevelop/PAI/PAI%20Training%20-%20XXXX%20Reference%204-14-2020.pdf

**B. Patient Education**

- Patient’s insurance covers service:
  - Provide details of insurance coverage as it applies to the services being rendered.
  - Inform patient of estimated out-of-pocket liability including copay, deductible and coinsurance.
  - If patient is not able to pay full amount due:
    - Request partial payment or
    - Provide contact information for Financial Services.

- Limited/No Insurance
  - Patient is responsible for self-pay rate.
  - If patient requests financial assistance:
    - Complete Financial Assistance Application.
    - Collect Good Faith payment.
    - Refer to Financial Assistance Unit.

- If the patient is unable to pay and declines any further assistance, document reason why and inform the patient a bill will be mailed to the address on file.

- International patient will be responsible for the full self-pay rate based on services rendered.

**C. Payment Processing**

- Registrar opens one batch per day/per registration area in HP24.
- Patient search executed by copying/pasting patient account from host system into HP24.
- Payment amount confirmed with patient and payment entered into HP24.
- Patient makes payment via credit card/debit card/cash/check.
  - Credit or debit cards
    - Credit/debit card swiped or inserted in terminal specific swipe device
    - Receipt printed and signed by patient
  - Cash/check
    - Payment placed in User’s lockbox
- Patient is provided with a receipt of payment.
- Payment information is documented in the host system and PAI.

**2. RECONCILIATION**

**A. Registrar**

- Payments reconciled and batches closed in HP24 by the registrar at the end of each day’s shift.
- Cash, endorsed checks and settlement sheet placed and sealed in user specific envelope.
- Secured envelope placed in department drop safe.

**B. Reconciler**

- Individual registrar’s envelopes obtained from department drop safe and consolidated by department reconciler.
• Separate deposit slip for total cash and total checks completed.
• Bank Ready bag prepared with deposit slips, cash and checks.
• All department collectors’ batches reconciled using “Department Bag Summary” Report in HP24.
• Collections merged using bar code from bank bag in HP24.
• Deposit delivered to cashier.
• Deposit receipt obtained from cashier.

C. Cashier
• Individual department bags for entire facility received.
• Deposit receipt for each bag provided to department reconciler.
• All same day bank deposit bags placed in Host Bag (H-Bag).
• Armored truck manifest created using H-Bag bar code in HP24.

3. DOCUMENT RETENTION
Payment processing related documents (i.e. receipt copies, reconciliation reports) are stored at each respective site for one year then sent in central storage for 7 years.

REFERENCES to REGULATIONS and/or OTHER RELATED POLICIES