NAHAM Point of Service Collections Best Practices

1. Foster a collections culture with support from the Board, Executives, Management and Physicians, where every registrar asks at every opportunity, of every patient with an estimated liability, at every location and every time.

2. Identify Gaps - assess the current POS collection policies, practices, training needs and technology at each Patient Access location (ED, Surgery, Outpatient, Pre-Reg, etc.)

3. Engage physicians and office managers to set expectations at ordering and scheduling levels.

4. Develop collection policies that provide registrars with clear parameters to reschedule non-urgent services for patients that decline financial assistance and empower them to offer:
   • discounts, payment plans and loans
   • other third party sources
   • FAPs (financial assistance, state Medicaid, other charitable programs)

5. Ensure all scheduled patients are checked for insurance eligibility, authorization requirements and benefits.

6. Ensure all patients are advised of their out of pocket expenses prior to the service date.

7. Collaborate with pre-access department(s) to reduce gaps in aforementioned items.

8. Provide staff with patient liability estimation tools and training on insurance terminology and calculation of copay, deductible and coinsurance.

9. Develop a process for collection of “deductibles” as estimates may not reflect it accurately; determine if benefit of collections outweigh the downstream costs to refund for potential overpayments.

10. Calculate POS Collections as a % of estimate and establish a baseline % in order to establish goals.

11. Monitor POS collections performance monthly, weekly and daily at four levels; health system, facility, location and employee, using all five POS Collections AccessKeys.

12. Implement Incentives - non-financial (recognition, parties, etc.) or financial (depending on facility).

13. Continually raise the bar when goals are met but keep goals attainable.

14. Train staff how to collect effectively (soft-skills customer training) with scripting, objection handling, and financial assistance options they can offer patients which are pre-approved by the hospital’s financial assistance policies (FAP’s). (See the NAHAM Patient Experience Toolkit for training and scripting tools.)

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