	MONTEREY COUNTY HEALTH DEPARTMENT _____ Clinic Services Bureau	POLICIES AND PROCEDURES

Policy #: SSDF-01 Attachment A	Department: Clinic Services Bureau
Policy Title: SSFD Procedures	
Original Date:	Last Revision Date:
Approved By:	
Effective Date:	Version: V1 Page **1** of **2**

PURPOSE: Procedures for submitting outstanding guarantor accounts to a collection agency- outlined in Policy FP001.

PROCEDURES:

1. All uncollected debt on guarantor accounts of $5, after issuing billing statements for three consecutive months, are indicated as a bad debt in Practice Management, Electronic Medical Record System (EMR), unless the individual has worked out a payment plan with Clinic Services staff.
2. The qualifying bad debt is assigned to a collections agency. The Billing Supervisor will upload bad-debt file for all qualifying uncollected guarantor accounts to the collection agency once per month.
3. The Billing Supervisor provides all necessary information, data and documents to the collection agency within ten (10) days of assigning an uncollected guarantor account.
4. The collection agency uses reasonable efforts, consistent with all applicable laws, to respond to inquiries on the assigned bad debt.
5. Should a patient attempt to pay Clinic Services on an account already assigned to the collection agency, Clinic Services shall accept (cash only), deposit and report the payment to the agency.
6. All payments collected by the agency are reported to Clinic Services and documented in the Electronic Medical Record (EMR) to represent the corresponding services. The payments are further distributed as thirty-five percent (35%) fee designated for the collection agency and sixty-five percent (65%) patient revenue.
7. The agency will follow the remit schedule and protocol in accordance with its contract with clinic services.

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The collection agency uses appropriate safeguards to prevent use or disclosure of Patient Health Information (PHI) as well as never using or disclosing PHI other than permitted by the agreement.

REVISION HISTORY

Date Revised	Reason	Approved By	Date Approved
<insert date>	<State reason for revision here>	Ex: CHCB	<insert date)