Collecting Outstanding Balances

Collecting outstanding balances from patients who have appointments each day is important to the financial flow of the office because it may be the only time we see them in a six month period.

This gives us the opportunity to discuss the details of their balance and collect the funds in person so that their amount owed does not continue to grow.

Each Day, the Financial Administrator will be responsible for going over the next day’s schedule to determine if any patients coming in have outstanding balances. They will print out a copy of the schedule and highlight in green across appointments with all claims paid and remaining balances. The account alert “COLLECT FULL BALANCE – READ PT. NOTES” will be selected and a detailed balance breakdown will be entered into their patient notes in green font.

It is the responsibility of the staff member who walks-out the patient to notify the patient of their balance, explain it to them and attempt to collect the funds.

❖ If the balance is collected, please remove the “COLLECT FULL BALANCE” account alert from their chart.
  o To do this, go to their account screen and select “Account Alerts” in the upper right hand corner. Select “COLLECT FULL BALANCE” and click “Remove”

❖ If for any reason the balance is not able to be collected:
  o Notes MUST be entered into the patient’s chart as to why the balance was not paid.
  o If the balance is not immediately collected but still has to be, the employee responsible for following up with the patient to collect the funds at a later date must detail the arrangement in the notes.
  o If the patient complains that they have not received a statement, here’s where you can go to check:
    ▪ In the upper right hand corner of the account screen select the “Activity” button. This will show the date of the last statement sent
    ▪ In the patient notes, an entry is automatically made whenever a statement is sent that reads “Statement Processed”. You may notice many dates over the past few months in which statements were sent. Please verify patient address if they continue to suggest that they have not received statements.

❖ If there is an issue with insurance, please write a note for the financial administrator in addition to your notes UNDER CIRCUMSTANCES IN WHICH THE PATIENT REFUSES TO PAY, PLEASE NOTIFY MANAGEMENT AS SOON AS POSSIBLE

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