



Collections Policy
Effective July 15, 2017

Balances of \$100 or less

Collection efforts will follow these guidelines:

1. Two system generated statements after the balance due is designated as patient responsibility. **
2. One TMA collection letter – signed by the Physician
3. Collection representative will attempt to call patient and collect
4. If no response to previous collection efforts – we may send a Dismissal letter – signed by the Physician
5. Outstanding balances will be sent to a collection agency for further collection efforts per our agreement with the collection agency.

Balances of more than \$100

Collection efforts will follow these guidelines:

1. Two system generated statements after the balance due is designated as patient responsibility. **
2. One TMA collection letter – signed by the Physician
3. If no response to previous collection efforts – we may send a Dismissal letter – signed by the Physician
4. Outstanding balances will be sent to a collection agency for further collection efforts per our agreement with the collection agency.

****Statements are generated each Friday. The first statement will be generated the end of the week in which the balance was designated patient due. Additional statements are generated on a 28-day cycle beginning with the first statement****