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 Owner: Debbie Stenhjem: Dir
 Revenue Cycle Mgt
 Policy Area: Revenue Cycle
 References:

Collections

Seattle Cancer Care Alliance

Operating Policies and Procedures

Section:	Revenue Cycle
Policy Title:	Collections

Seattle Cancer Care Alliance (SCCA) will bill state, federal and other commercial insurance carriers for facility fees arising from care received at SCCA. SCCA will not bill the patient until SCCA determines that an amount is the patient's responsibility.

Billing Procedure: Unpaid amounts are due 30 days after the date of the first post-discharge billing statement or the first billing statement the patient receives after receiving an outpatient service (the "First Billing Statement"). If the amount remains unpaid, SCCA will send follow-up letters and billing statements 60, 90 and 120 days after the date of the First Billing Statement. The 90 day follow-up letter will state that SCCA may pursue Extraordinary Collection Actions, including transferring the account to an outside collection agency, if the amount is not paid within 30 days. The 90 day follow-up letter will also include a plain language summary of SCCA's Financial Assistance Policy.

Collection Actions: During the first 120 days after the date of the First Billing Statement, SCCA may engage in the following collection actions: telephone calls and sending written letters. If an amount remains unpaid after 120 days, SCCA or a third party collection agency may engage in Extraordinary Collection Actions, including assignment to a collection agency, wage garnishment, lawsuit and negative credit reporting. SCCA's Revenue Cycle department decides whether to pursue an Extraordinary Collection Action. SCCA takes reasonable efforts to determine whether a patient qualifies for financial assistance before pursuing Extraordinary Collection Actions, including sending a summary of SCCA's Financial Assistance Policy to the patient and including on all billing statements a notice regarding the availability of financial assistance.

Payment Plans: Patient payment plans are available to assist with unpaid amounts. Patients may contact SCCA Revenue Cycle at 1-800-304-1763 to discuss payment plan options.

Financial Assistance: Financial assistance is available to those who qualify under SCCA's Financial Assistance Policy. A patient may submit a financial assistance application to SCCA up to 240 days after the date of the First Billing Statement.

The Financial Assistance Policy and application are available by:

- Download: <http://www.seattlecca.org/financial-assistance-resources.cfm#SCCA>

- Mail: Send an email request to fincounsel@seattlecca.org or call (206) 288-1113, option 3 and ask that copies be mailed to you.

SCCA's Financial Assistance Policy and application are available in English, Spanish, Russian, and Vietnamese.

If the patient submits a financial assistance application after his/her account has been sent to a collection agency, SCCA will contact the collection agency and direct it to suspend collection activities until the application has been reviewed. If a financial award is approved, SCCA will reduce the amounts owed and inform the collection agency of such reduction. If SCCA or the collection agency has collected amounts in excess of the amount owed after applying the financial award, any overpayment will be refunded to the patient. SCCA will take reasonable steps to reverse any Extraordinary Collection Actions taken by SCCA or an outside collection agency prior to the approval of a financial assistance award.

Access to emergency care will not be delayed or denied based on a patient's ability to pay for services or determination of the individual's insurance status.

Approval

Administrator:	Chief Financial Officer	Approval Date: (This version)	02/05/2016
Process Owner:	Director of Revenue Cycle	Next Review Due:	02/05/2017
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This version reviewed and approved by specialty committee or specialty individual:

Reviewer	Date Reviewed
SCCA Board Finance, Audit & Investment Committee	02/05/2016
APOP Committee	

Attachments:

No Attachments

	Approver	Date
	Debbie Stenhjem: Dir Revenue Cycle Mgt	3/24/2016
	Diane Chernis: Program Asst IV	3/24/2016
	Mari Schwab: Employment Counsel	3/25/2016
	Barbara Jagels: VP, Chief Quality & Value Offc	3/28/2016
	Suzanne Mccoy: Assc Dir Corp Integrity Prg	3/28/2016
	Kim Wade: Project Mgr I	3/28/2016
	Alphonso Emery: Dir Diversity Efforts [KW]	3/28/2016