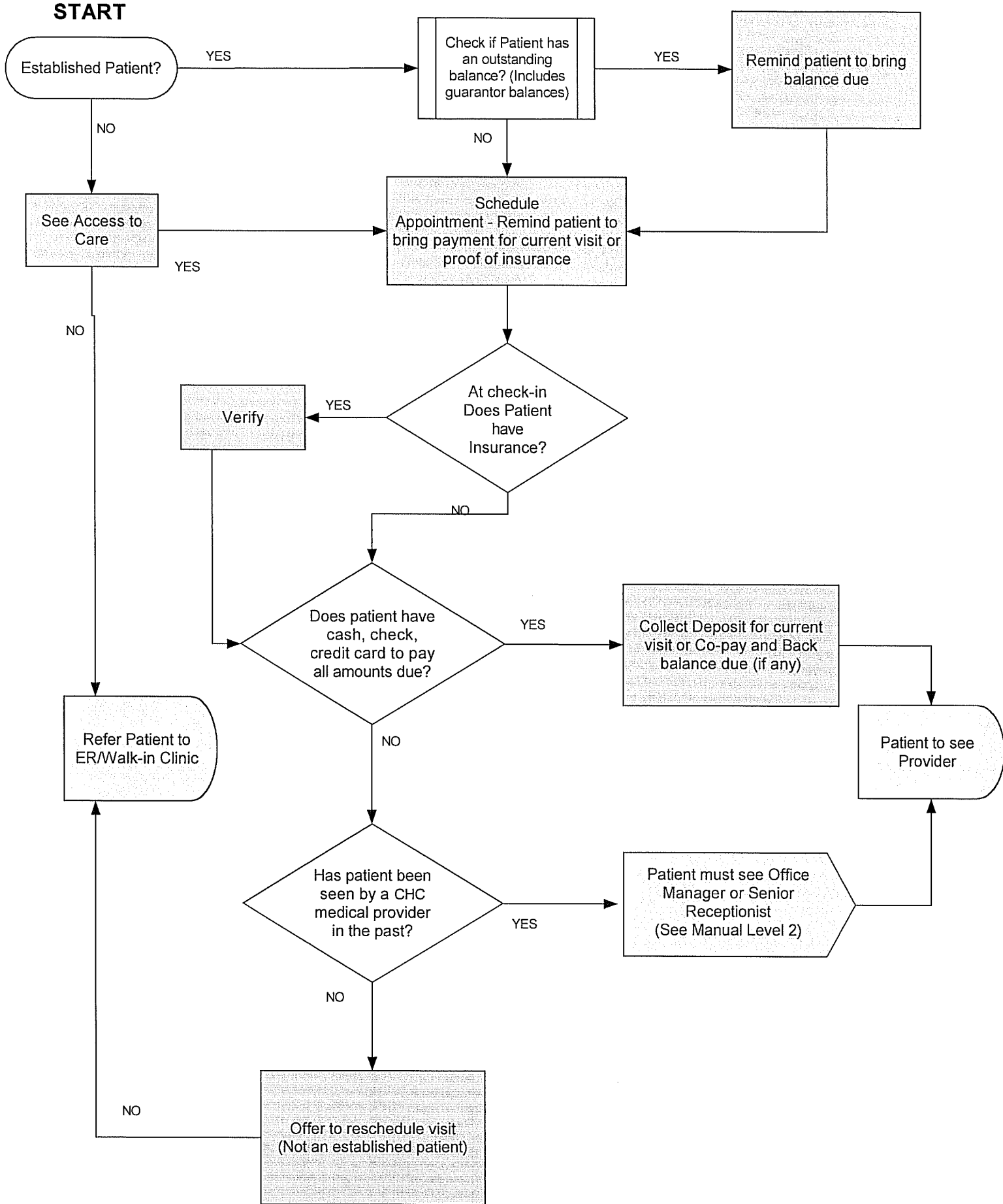


Front Desk Collections Flow Chart Medical Patient



Community Health Center, Inc.
Medical Collection Procedures

“Payment is Expected at the Time of Service”

All Medical patients are to be checked for outstanding CHC balances at the time of scheduling.

- An outstanding balance means any amount owed to any CHC component (Medical, Dental, Mental Health)
- Each patient's guarantor must also be checked at the time of scheduling for any outstanding balances.

Patient will be **REMINDED** that all balances, patient or guarantor, should be paid prior to the scheduled visit.

Patient should be **REMINDED** to bring payment for the current visit or proof of insurance at the time of scheduling.

When the patient presents for the appointment, the following **MUST** occur for:

- **Insured Patients:**
 - Insurance coverage must be verified
 - Procedure Eligibility must be verified
 - Any co-payment must be collected
- **Self Pay Patients:**
 - Any Patient **OR** Guarantor balances for any CHC component should be collected.
 - Deposit for the current visit should be collected

If payment cannot be made by the patient at the time of visit, **only** the provider can override and see the patient, after which the provider will complete the appropriate override form and notify patient accounts.

The patient should be offered to:

- meet with the Access to Care offices to qualify them for assistance
- meet with the office manager to set up a reasonable payment plan
- reschedule the appointment for a later time or date to allow time to pay any outstanding balances