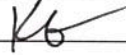


STANDARD OPERATING PROCEDURE

Policy #: 134	Name: ACCOUNTS RECEIVABLES		
Revision: 06-07-18 Original	Supersedes: N/A	Approved By: K.Giles 	Page: 1 of 2

PURPOSE:

The intent of this policy is to define the standards for the collection process of all outstanding accounts receivables.

SCOPE:

This policy applies any employee with Rutherford County Emergency Medical Services that manages or works within the billing component of RCEMS.

PROCEDURE:

1. External Billing Agency

Rutherford County EMS contracts with an external billing agency. Per a contract, the billing agency invoices all patients for services rendered. The billing agency will submit claims to appropriate insurance agencies, as well as, seek to obtain insurance information if there is not any noted. They will send three invoices over 90-120 day period. If at the end of 120 days, they have not been successful in obtaining final payment post insurance payout, they will turn the patient's account over to both a collections agency and to debt set off.

2. Debt Set Off

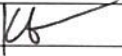
An Excel file shall be generated by the contracted billing agency for Rutherford County EMS and uploaded to Debt Setoff (DSO) when debt reaches 120 days. The contracted billing agency shall generate official DSO letters and shall mail them to each debtor that has been added. The compliance date listed in DSO shall be documented as 30 days past the date in which the letter was sent. When a setoff is generated, the appointed Rutherford County EMS billing employee shall receive an email with notification that a setoff file is present. The Rutherford County EMS billing employee shall import the setoff file to reflect the transaction(s). The RCEMS employee shall print off the setoff report and redact it, then email the report to the appropriate Rutherford County Finance employee and any applicable contracted billing and collections agencies.

3. Collections Agency

Upon receiving the list of outstanding accounts from the billing agency, the collections agency will begin attempting to collect payment. If insurance information was not able to be obtained, they will strive to collect this information. If they are able to obtain insurance information, they shall communicate that information back to the billing agency so the claim can be processed. Insurance shall be processed prior to one year of date of service or it will be considered rejected due to untimely filing. The collection agency shall also research if patient is deceased and if an estate can be billed for the outstanding balance.

The Collection Agency and Debt Set Off work in conjunction with each other because both agencies are working to collect payment at the same time. If payment is received from debt set off, then the collection agency is notified to reduce the total amount due on that patient's account. It is the same process if the collection agency is able to obtain

STANDARD OPERATING PROCEDURE

Policy #: 134	Name: ACCOUNTS RECEIVABLES		
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payment, then the debt set off amount shall be reduced or removed if paid in full by the RCEMS billing employee.

4. Annual Review of Bad Debt

At the end of the fiscal year, the EMS Director shall receive a report from the collections agency and debt set off of all outstanding account receivables. The report will note if any accounts are unbillable due to:

- Untimely filing
- Deceased with no estate
- Other

The Director will ensure that all outstanding account receivables are accounted for between the Billing Agency, Collections Agency and Debt Set Off. The final report will be submitted to the Finance Director and County Manager.

5. Request for Debt Write Off

Only County Commissioners can write off any county debt. Therefore, the EMS Director shall submit a written report and request to the Finance Director and County Manager outlining which accounts are being recommended for write off due to uncollectability. The Finance Director and County Manager will review the report and determine if the request should be submitted to the County Commissioners. This request shall be generated at the end of each fiscal year and shall follow the same timeline as required by Medicare for record retention. <https://www.cms.gov/Regulations-and-Guidance/Guidance/CMSRecordsSchedule/Downloads/Bucket-6-Provider-and-Health-Plan-Records.pdf>

6. Debt write off for employees or immediate family members of employees

On 2-25-14, the County Manager issued the following policy:

EMS provides pre-hospital medical care, ambulance transports and invoices for services rendered on behalf of Rutherford County. Any request for the dismissal of a patient's EMS charges, must be made in writing to the County Manager. No employee shall issue waivers or dismissal of ambulance charges except for the County Manager, or his designee, the County Finance Director.