

## Villages Endoscopy & Surgical Center

<b>Policy Number: BO - G</b>	<b>Page(s): Page 1</b>
<b>Chapter: RCS</b>	<b>Effective Date:</b>
	<b>Date Approved:</b>
<b>Policy Title: Patient Balances</b>	<b>Replaces Policy Dated:</b>
	<b>Date Retired:</b>

**Policy Scope:** All Center entities that bill patients for services. This includes Center affiliated Ambulatory Surgery Centers, anesthesia entities, laboratories, and physician practices.

**Purpose:** To outline consistent practices for billing patients.

**Procedure:**

1. The Center has created a price master for all services rendered to patients. All services shall be billed at these list prices.
2. Discounts to these list prices may be made in the following circumstances:
  - a. Where a specific contract exists between an entity of the Center and an insurance company, the difference between the list price (charged price) and the contract price will be considered a contractual adjustment. This will be adjusted at the time the payment is received;
  - b. For payments prior to or on the day of service. These will be considered a prompt payment discount. This “cash payment” amount will be established along with the publication of the price master.
3. Except in the case of 2(b) above, invoices (bills) will be sent at list price, without regard to any contractual adjustments.
4. The Center will bill an insurance company on behalf of the patient and will accept assignment of the benefit to be paid to the Center. This does not transfer responsibility for payment from the patient to the insurance company, it is only done for the patient’s convenience.
5. After the payment from the insurance company(ies) has been received and any contractual adjustments made, the remaining total balance will be billed to the patient.
6. Any subsequent adjustment (reduction) to the balance will only be made in the case of:
  - a. Determination that the patient qualifies for a charity write off. Such determination will be made in accordance with the charity care policy;
  - b. Where the cost of collection will exceed the payment (small balance write off).
7. Patients who are unable to pay the balance in full may request a payment plan. Payment plans will be determined based upon the total patient balance and the age of the balance. To request consideration for a payment plan, the patient may contact the center or call 1-855-360-2430.

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**References:**