**Window Payment Collections 03/2012**

Copay due at each appointment

If no payment:

* Pink slip is filled out – total = copay plus $20 admin fee
* Future appointments are cancelled while patient is still at window
* Alert is entered – no appts until balance paid
* Patient is seen for appointment
* Email sent to [billing@oakwoodclinical.com](mailto:billing@oakwoodclinical.com) to charge the $20 admin fee (Also Include Clinician in E-mail)
* Make Account notes

Balances

No show fee due at next appt following the no show

If no payment:

* Pink slip is filled out – total = no show fee
* Future appointments are cancelled while patient is still at window
* Alert is entered – no appts until balance paid
* Patient is seen for appointment

NSF (bounced check)

* Amy notifies CSAs by email of a NSF returned check
* Amy enters NSF fee in patient account
* CSAs call patient to inform them of NSF, to bring amt of ck plus $35 fee to next appt or pay over phone

If no payment at next appt:

* Pink slip is filled out – total = amt of NSF ck plus $35 fee
* Future appointments are cancelled while patient is still at window
* Alert is entered – no appts until balance paid
* Patient is seen for appointment

Insurance denials and deductible debt

* CSAs inform patient of balance and reason during check-in
* Ask – do you want to pay that now?
* If no, say – just so you know it is due within 30 days
* Conversation documented in chart notes
* CSAs ask about the balance at each appt and document in account notes
* At 30 day point payment is obtained through payment assurance form on file

If no payment made and no payment assurance form:

* Pink slip is filled out – total = balance due
* Future appointments are cancelled while patient is still at window
* Alert is entered – no appts until balance paid
* Patient is seen for appointment