Collect Client Co-pays

Problem

Client co-pays are never collected, reducing potential revenue.

Solution

Incorporate collecting client co-pays in the process of delivering treatment to ensure that you collect revenue that is due from clients.

Featured Stories

The Counseling Center in Portsmouth, Ohio increased co-pay collections from 20% to 67%. They inserted a friendly reminder for all clients to check in at the front desk and gave the front desk staff information regarding all client balances so that they could collect balances at check-in.

Pyramid Alternatives, Inc. in San Mateo County, California increased collection of fees for closed cases with outstanding balances by 14%, collecting $1,590, and for cases that were currently open with outstanding balances by 36%, collecting $10,000 from the baseline starting balance. They educated clinicians to regard client finances as a clinical issue and to help clients solve financial problems. They also established a team approach to collections, engaging clinicians in the collection process as opposed to only involving business managers

Quest Recovery & Prevention Services in Canton, Ohio asked clients to pay 100% up front when they had insurance and were informed that they would be reimbursed. They check insurance benefits initially and explain to the client how their benefits will apply.

Lessons Learned

- Ask for co-pays at check-in.
- Integrate financial issues into the clinical process.
- Involve clinicians in the collection process.

Tracking Measures

Cycle Measure	Data Collection Form
Percentage of co-pay dollars charged that are collected	None
$ of revenue from client co-pays	Revenue by Payer Worksheet

NIATx Aims

- ✔Increase admissions
- ✔Increase continuation

Financial Impact

- ✔Increase revenue

Action Steps

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Related Promising Practices

- [Find out What Insurance Coverage Clients Have and/or for Which They are Eligible](#)

- [Get Pre-authorization](#)

- [Use Contingency Management to Collect Client Fees](#)

- [Increase Collection of Client Co-pays](#)