

Patient Billing and Collections Policy

This policy describes The Remedy's patient billing and collection process and actions which may be taken in the event of nonpayment, such as extraordinary collection actions. The guiding principles behind this policy are in accordance with the Minnesota Attorney General Agreement and follow 501r and state law. The Remedy will ensure appropriate billing and collection procedures are uniformly followed, and reasonable efforts are made to determine whether the patient is eligible for coverage or qualifies The Remedy's Financial Assistance Policy.

Definitions:

ECAs – Extraordinary Collection Actions include the following collection activities:

- Selling a patient's debt to another party in most circumstances.
- Reporting adverse credit information regarding a patient to a credit agency.
- Deferring or denying current medically necessary care due to an unpaid prior account or requiring payment of an unpaid prior account prior to rendering current medically necessary care.
- Actions that require a legal or judicial process; including property liens, wage garnishments, bank account garnishments or holds, commencing a civil action, and other specified legal actions.

Medical Necessity – Health care services or products that a prudent physician would provide to a patient for the purpose of preventing, diagnosing, or treating an illness, injury, disease, or its symptoms in a manner that is:

- In accordance with generally accepted standards of medical practice.
- Clinically appropriate in terms of type, frequency, extent, site, and duration; and
- Not primarily for the economic benefit of the health plans and purchasers or for the convenience of the patient, treating physician, or other health care provider.

Procedure:

Patient Billing: It is the goal of The Remedy to bill insurance claims and/or third-party payers as appropriate and on a timely basis. Appropriate account activity will be performed, including employed staff and/or contractors, to ensure full exhaustion of



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efforts have been performed to collect on expected payment and fully resolve account balance. Information is dependent on accurate information and timeliness of payor systems. The Remedy will provide notifications for any outstanding balances and will help patients resolve them by either setting them up on a reasonable payment plan or any other financial assistance options.

The billing process will be assisted by the following guidelines:

For all insured patients, The Remedy will bill third-party payers, including governmental and other verified coverage as appropriate (as provided by or verified by the patient). All patients may request an itemized statement for their accounts at any time by calling or requesting via the patient portal with The Remedy Mental Health.

If a claim is denied (or is not processed) by a payor due to factors outside of The Remedy's control, The Remedy will follow up with the payor and patient as appropriate to facilitate the resolution of the claim. If resolution of the claim does not occur after reasonable follow-up efforts, The Remedy may bill the patient. All patients can contact The Remedy regarding payment plans or financial assistance options for their accounts at any time in the billing process.

Patient Collections and Agency Collections:

At least three (3) separate statements for collection of accounts are delivered via our Patient Portal or USPS delivery to the address on file of each patient. It is the patient/guarantor's obligation to provide a correct mailing address at the time of service or upon moving. If an account does not have a valid address, it will be flagged and processed accordingly by The Remedy.

Initial statements of self-pay accounts will include but not limited to:

1. An accurate summary of the services covered by the statement
2. A written notice that notifies and informs the patients about the availability of financial assistance under the clinic's Financial Assistance Policy, including the telephone number of the department and direct website address where copies of documents may be obtained.

If a patient disputes their account and/or requests documentation regarding the bill, The Remedy will provide the requested documentation in writing within 7 business days. The Remedy's billing statements provide proper contact information and dispute processes that are in accordance with the Minnesota Attorney General Agreement and state law.

Patient care concerns will be handled via the patient grievance process for resolutions and response to the patient. Account(s) will be held as appropriate.



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Through the use of billing statements, letters, systematic communication, and phone calls, The Remedy will take diligent follow-up actions to contact patients to resolve outstanding accounts. If accounts are not resolved at the conclusion of the billing statement process, qualifying outstanding balances may be referred to a third-party collection agency.

Collection agencies on behalf of The Remedy will:

1. Collect on all open balances as payment in full
2. Screen and refer to Financial Assistance
3. Set up reasonable payment plans
4. Facilitate settlements as appropriate
5. Identify active insurance and return accounts to The Remedy
6. Identify bankruptcy and deceased accounts and return to The Remedy
7. Address patient disputes directly with The Remedy
8. Consolidate all accounts for single patients into a single statement collection activity

Legal Collections and Extraordinary Collection Actions:

A minimum of 120 days will be provided from the patient's first post-discharge billing statement date before ECAs will be taken. The Remedy shall also provide a minimum of 240 days from that statement date for the patient to apply for Financial Assistance under the Financial Assistance Policy. The Revenue Cycle Department has final authority to determine if reasonable efforts have been made to determine whether an individual is eligible for financial assistance prior to engaging in ECA against the individuals.

Customer Service:

During the billing and collection process, The Remedy and its agents will provide quality customer service by implementing the following guidelines:

- The Remedy and its agents will maintain a streamlined process for patient questions and/or disputes which include:
 - A phone number patients may call
 - An email address patients may write to if requested
 - A business office address to which they may write
 - A Patient Portal with messaging capability
- During any patient call, The Remedy and its agents will answer questions, review the account, and provide detailed information to the patient. The Remedy and its agents may route inquiries to another department within the practice for review when appropriate.



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- The Remedy and its agents will enforce a zero-tolerance standard for abusive, harassing, offensive, deceptive, or misleading language or conduct by its patients and employees.

Disputes, Grievances, and Resolution

- After receiving a dispute communication from a patient, The Remedy and its agents will review the complaint and respond in writing as promptly as possible but within 7 business days per the complaint grievance process.
- The Remedy and its agents will maintain a log of patient complaints and grievances (oral or written).