



<b>SUBJECT:</b> Billing and Collection Policy	Page 1 of 1
<b>SECTION:</b> Patient Financial Services	<b>EFFECTIVE:</b> 09/19/16
<b>DEPARTMENT:</b> Patient Financial Services	<b>REVIEWED:</b> 10/01/16
<b>APPROVED BY:</b>	<b>REVISED:</b> 10/01/16

For patient convenience, DeKalb Health will file a health insurance claim on behalf of the patient. We request patients present all medical insurance cards at the time of registration. If needed, we may ask the patient or responsible party to follow-up with their insurance company for claims resolution.

If your insurance has not remitted payment within 45 days from the time DeKalb Health files your claim on your behalf, the patient or responsible party will be asked to make payment arrangements for their account.

DeKalb Health will ensure all reasonable efforts are made to collect the self-pay account balances as well as any balances remaining after insurance processes a claim.

In the event the patient or responsible party does not satisfy their financial obligation or make payment arrangements via one of the established procedures, DeKalb Health will have no alternative but to refer the account to a collection agency or an attorney.