

SA-VIT COLLECTION AGENCY TIPS OF THE MONTH ARCHIVES



March 2009

Time is Money

In our experience too many healthcare practices still spend too much time attempting to collect from those few patients that have no intention of paying their debts to the practice. This is a waste of the practice's most valuable asset, staff time.

Studies show that once the balance is due and payable by the patient, over 90 percent of them will make arrangements to pay over time or pay the balance in full, within 90 days. This is your window of opportunity. All internal collection efforts should be geared to take advantage of this 90-day window. This is especially true when the practice does not participate with the patient's insurance company.

Here is the time line.

Day 1 – Bill for the balance due within a week of receipt of the insurance payment.

Day 15 – The second bill is sent according to your billing cycle.

Day 45 – Third bill is sent with a "PAST DUE" notice printed or stamped on the bill.

Day 60-75 – An attempt is made to reach debtor-patient by telephone.

Day 90 – Fourth bill is sent with a "FINAL NOTICE" printed or stamped on the bill.

Day 105 – The account is sent to the collection agency or the balance is cancelled.

This time line assumes that no payment arrangement has been made during this billing cycle. It covers over three months of no response from the debtor in spite of your five attempts to resolve the balance owed.

This system will help your staff become more efficient, and reward them with more time to collect payments from insurance companies. Yes, time is money.

Need more details, contact us at info@savit.com, or telephone Customer Care at 800-491-5757.