

SA-VIT COLLECTION AGENCY TIPS OF THE MONTH ARCHIVES



June 2007

Past-Due Debtor Profile

Patients who are past due in paying their debts are not bad people. They just think differently about their debts than most people do. They come from the whole socio-economic spectrum. Identifying the potential delinquent patient early in the billing cycle allows you to take prompt remedial action. Failure to take action will waste your time and cost your practice money. Luckily, the response (or lack of response) to your billing protocol makes it easy for you to identify the potential delinquent patient.

Here are some obvious signs:

- No response to your second (Past Due) invoice.
- Then no response to your third (Final Notice) invoice.
- Even worse, the invoice is returned with no forwarding address.
- Patient information sheet lacks lots of information.
- Insurance information is incomplete
- No response to your request for insurance information.
- Patient doesn't follow up with the insurance carrier.
- Patient has an unlisted telephone number.
- Telephone calls are never answered.
- Telephone messages are never returned
- Promises to pay are not kept.
- Patient checks are returned by the bank

When you recognize these warning signs, don't waste your valuable time. If the account is not resolved in 90 days (or less in many obvious cases), forward the account to your collection agency. This gives you more time to do work that could be much more productive.