

SA-VIT COLLECTION AGENCY TIPS OF THE MONTH ARCHIVES



October 2008

What Happens When Receivables Age?

Working with insurance companies to collect unpaid claims is time well spent. These companies are notorious for delaying the payment; especially on the larger and more complicated ones. Some insurance claims take months to resolve, but the results are profitable.

However, spending too much time with private-pay patient balances causes problems for your practice. When these accounts age past 90 days you are dealing with people that have little or no intention of paying their debts. Time is on their side because they can:

Move to a new address, possibly out of state, making contact and collection more difficult.

Declare bankruptcy. Although the laws governing bankruptcy have changed a debtor can still file the paperwork and delay payment even further.

Unlist their landline telephone number or change their number to a cell phone.

Blame your office for not filing the insurance claim correctly causing you to spend time reviewing your claim process.

Tell you that they do not feel any better, claiming your doctors did not provide good care, and stating they are considering suing the practice.

Promise to pay you "when they can" but never making the payment.

Spending time collecting from insurance companies is good practice, but spending too much time trying to collect old debts from patients is unprofitable and a waste of

time. You can contact our office for a free copy of "An Effective 90-day Collection Cycle for the Healthcare Industry."

Email us at help@savit.com or call us toll-free at 800-491-5757 and ask for either Pat or Robyn.