

SA-VIT COLLECTION AGENCY TIPS OF THE MONTH ARCHIVES



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Information Gives You Power When Collecting Self-pay Accounts

The more information you can get from patients and guarantors, the more likely they will pay their self-pay balances. Patient and guarantor information that is critical:

- Legal name and current physical address – Verify this with their driver's license or other official document, no Post Office boxes.
- Telephone – Home, work and cell phone numbers.
- Social Security Number – Ask to see their Social Security or Medicare card.
- Date of birth – You are not allowed by law to send bills to minors under the age of 18.

What other information is valuable when attempting to collect past due accounts?

- More telephone numbers – Pharmacy, referring physician, close relative not living with them, and their spouse's work telephone.
- Emergency information – Who to contact in the event of an emergency.
- Licenses – Driver's license and automobile license plate number, which is easy to obtain, especially if you have parking problems at your office.
- Marital status – In general, spouses are still responsible for paying most of each other's medical bills.

With this information both you and your collection agency will have the data needed to more effectively collect what is rightfully yours.