

INcompass Healthcare Policy and Procedure		
TITLE: Billing and Collections	SECTION: Services	POLICY #: 202
EFFECTIVE DATE: 1/1/2025	LAST REVIEW:	# of Pages: 2

Billing and Collections

I. Purpose:

This policy is intended to establish the objectives and principles guiding the organization's approach to billing and collection processes. This policy follows the guidelines set forth in the Internal Revenue Code Section 501(r).

II. Application: This policy applies to all clients of INcompass Healthcare.

III. Policy Statement:

At INcompass Healthcare, we are committed to fostering transparent, fair, and customer-centric billing and collection practices. Our purpose is to establish a robust framework that ensures financial integrity, builds positive customer relationships, and upholds the highest ethical standards.

Client account balances where a client is determined able, but unwilling, to pay are considered uncollectible bad debts and will be referred to a third-party collection agency. The Billing and Collections Policy will be posted to the organization's website. In addition, a free copy of the Billing and Collections Policy can be obtained by requesting it from Client Financial Services.

INcompass Healthcare's Client Financial Services team has the responsibility for monitoring and ensuring that a reasonable effort to determine whether an individual is FAP-eligible and for determining whether and when extraordinary collection actions may be taken in accordance with this policy.

IV. Procedure:

- INcompass Healthcare will send monthly statements to clients for any balance that is a client responsibility.
 - Statements will be sent until:
 - Balance is paid in full.
 - The client has initiated an internal financial resource, such as a Medicaid Application or a Financial Assistance Application.
 - Balance due is equal to or less than \$5.00.
 - Balance has reached 120 days from the first statement date and a minimum of 3 statements have been sent.
- Every reasonable attempt will be made to communicate with clients regarding their balances prior to initiating extraordinary collection actions (ECA).
- If balances are not resolved within 120 days or 3 monthly statements from the date of the first billing statement, balances will be turned over to a third-party collection agency.
 - At the point of transfer, the balances are recognized as Bad Debt by INcompass Healthcare.

V. Definitions:

Extraordinary Collection Actions (ECA) Actions taken by the organization against an individual related to obtaining payment of a bill for care that requires a legal process, selling an individual's debt to another party, or reporting adverse information to consumer credit reporting agencies.

FAP-Eligible means an individual eligible for financial assistance under this Policy.

VI. **References:**
Internal Revenue Code, Section 501(r)

VII. **Exhibits:**
None

Reviewed by: Policy Development Committee

Approved by: Greg Duncan, President & CEO