



Moffitt Cancer Center

Policy: *Revenue Cycle, Patient and Non-Patient Cash Collections*

Responsible Office:	Business Office/Customer Service	Category:	Finance
Authorized:	Vice President, Financy	Policy Number:	ADM-R027
Review Frequency:	3 Years	Current Effective Date:	05/01/2020

Policy Statement

It is the policy of Moffitt Cancer Center to maintain uniform and consistent procedures when sending guarantor statements, assigning accounts to bad debt vendors, collecting on outstanding balances and cash handling procedures for patient and non-patient cash.

Purpose

The purpose of this policy is to provide governance, structure, and accountability for Moffitt team members performing accounts receivable follow up and collections for guarantors. The objectives of Moffitt team members include, but are not limited, to the following:

1. Determination of guarantor statement cycles;
2. Establish guidelines for non-patient cash collections;
3. Establish guidelines for assigning accounts to third party bad debt vendors;
4. Monitor the process of collections and determine when it is appropriate to contact the guarantor for payment.

Scope

The policy shall apply to any Moffitt team members involved in the accounts receivable follow up and collection processes, including Guarantor Collections team members, Patient Financial Services (PFS) team members, Business Office Customer Service, and Finance team members, and External Vendors/Secondary Business Offices (when applicable).

Stakeholders: Patient Financial Services, Revenue Cycle and Finance Department

Procedures

Guarantor Statement Cycle

- Guarantor statements are generated monthly according to an alphabetical split based on the beginning letter of the guarantor's last name.
 - Letter A: 1st business day
 - Letter B: 2nd business day
 - Letter C: 3rd business day
 - Letter D: 4th business day
 - Letter E: 5th business day
 - Letter F: 6th business day
 - Letter G: 7th business day
 - Letter H: 8th business day
 - Letters I/J: 9th business day
 - Letter K: 10th business day
 - Letter L: 11th business day
 - Letter M: 12th business day
 - Letter N: 13th business day
 - Letter O: 14th business day
 - Letter P: 15th business day



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- Letters Q/R: 16th business day
 - Letter S: 17th business day
 - Letter T: 18th business day
 - Letters U/V: 19th business day
 - Letters W/X/Y/Z: 20th business day
- When a balance is placed on the Guarantor a new statement reflecting all guarantor balances due will be generated and mailed according to the alphabetical split.
 - After one month if the account has not been paid in full, enrolled on a payment arrangement, or placed on a collection hold, a second statement will be generated and mailed according to the alphabetical split.
 - After another month if the account has not been paid in full, enrolled on a payment arrangement, or placed on a collection hold, a third statement will be generated and mailed according to the alphabetical split.
 - After another month if the account has not been paid in full, enrolled on a payment arrangement, or placed on a collection hold, a final fourth statement will be generated and mailed according to the alphabetical split.
 - After another month if the account has not been paid in full, enrolled on a payment arrangement, or placed on a collection hold, the system will change the account from Accounts Receivable to Bad Debt and assign to a bad debt vendor.
 - Soarian will automatically assign to the bad debt vendor by the following alphabetical split:
 - Accounts A-L Preferred CMS
 - Accounts M-Z Merchants
 - All statements are imaged and stored in Soarian EDM and the Relay payment portal.
 - Patients deemed as International by the institution are exempt from this policy and governed under policy ADM-R028 Revenue Cycle, Deposits and Estimates.

Guarantor Collections

- All accounts not enrolled in a payment arrangement or on a collection hold will be placed on a Guarantor Collector worklist immediately after the dunning is changed to level two (2).
- The Guarantor Collectors will review the accounts for accuracy and contact the guarantor in an attempt to resolve the account by payment in full, payment arrangement, or financial assistance.
- The account will remain on this worklist until the account moves to bad debt.
- The Guarantor Collector may attempt to contact the guarantor once a month while the account remains on the worklist.
- In the event of extenuating circumstances, staff can push the dunning cycle back to allow the guarantor additional time to pay the balance due.
- In an effort to prevent patients from receiving unexpected bills more than one year from the date of service, the institution will not seek payment from patients more than one year from the date of service unless a previously agreed upon payment plan has been arranged or the institution's leadership decides further collection efforts are warranted to prevent Guarantor from improperly attempting to avoid his or her debt obligations. If the institution decides further collection efforts are warranted, it may:
 - I. Condition further care on upfront payments;
 - II. Report the Guarantor's debt to credit bureaus; and/or
 - III. File lawsuits to attempt to collect the debt.

All other balances after one year from the date of service will be deemed uncollectable and adjusted off.

- If the patient continues to dispute their medical bill after exhausting all resolution efforts with Moffitt Cancer Center team members, the patient will be provided the contact information for the Agency for Health Care Administration. 1-888-419-3456 <http://ahca.myflorida.com>



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Agency for Health Care Administration
2727 Mahan Drive
Tallahassee, Florida 32308

Non-patient cash collection policy (addendum)

- In order to facilitate hospital operations, non-patient cash may be accepted from the following facility processes:
 - Magnolia Salon
 - Collection for employee parking pass
 - Employee badge replacement
 - Foundation Payments and Contribution receipts approved by Moffitt Foundation
 - Medical Record Payments
 - Specialty Pharmacy revenue received by Moffitt Specialty Pharmacy department
 - Moffitt employee COBRA payments approved by Moffitt Human Resources department
 - Affiliate fees received by Moffitt Affiliate Relations department invoicing
 - Conference Planning registrations approved by Moffitt Conference Planning department

This process is governed by Cashier Reconciliation Operational Guideline, and exceptions to the non-patient cash collection policy addendum must be made in advance by the Director of Accounting or VP of Finance.

Forms

N/A

Related Information

N/A

Education

N/A

Definitions

Team Members – Faculty and staff member whose conduct, in the performance of work, is under the direct control of H. Lee Moffitt Cancer Center and Research Institute and its subsidiaries.

References

N/A

Appendices

N/A

Revision History

10/2015, 08/2016, 12/2016, 01/2018, 08/2018, 09/2019, 02/2020, 05/2020