



Accounts Receivable Policy

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I. Purpose

To document acceptable business practices in the collection of accounts receivable which ensures consistency and fairness to organizational customers.

II. Policy

It is the policy of UCP of Maine to collect on accounts receivable whenever possible. In order to do so, Billing and Finance Personnel will work closely together to monitor A/R on a monthly basis.

The organization will ensure consistent and equitable treatment to any individual or organization with a debt.

Co-Pays: UCP requires payment of co-pays at the time of service, and reserves the right to refuse treatment if payment is not made. Where telehealth sessions are not face-to-face, copay charges will be billed through a monthly statement due upon receipt.

Payments: UCP accepts cash, check, debit cards, Health Savings Account (H.S.A.) cards, Flexible Spending Account (F.S.A.) cards, Visa, MasterCard, Discover, and American Express. Payments can be made to UCP of Maine, 700 Mount Hope Ave., Suite 320, Bangor, ME 04401 and by calling (207)941-2952. In the event of a Non-Sufficient Funds check, there will be a \$30 fee added to the balance due.

Outstanding balances / Collections: UCP may refuse to see clients with balances over \$500, and who are not making regular payments on that balance. Balances will become past due on the 32nd day after the statement is sent and no payment has been received. Inactive clients with balances of \$1,000 or greater will be sent to collections unless a payment plan is in place and being honored by the client. The Billing Department will notify program directors where the balance is owed and will also notify program directors if they are aware of any immediate familial relationships with existing clients within their program, if appropriate. In the event that a current or former client's account is placed in collection, a collection fee may be added to the account, along with any attorney fees and or court costs that may be necessary for recovery of the outstanding balance.

Discounts

Private pay accounts may be offered a discount at the discretion of the Billing Manager, but at no time will the discount offered result in a charge less than a MaineCare billing rate for the service for which a discount is being provided.

Cancellations: Cancellations must be made 24 hours in advance of the day of your appointment. If not completed within the 24 hour allotted time, there may be a cancellation fee assessed to the client's account of \$25.00.

Claim Filing: UCP will file client claims with their insurance company as a courtesy. All charges remain client responsibility. UCP will not enter disputes over insurance benefits. UCP bills insurance in accordance with all federal, state and other contractual requirements in cases where we have an agreement or we are a participating provider. Client / Guarantor will be responsible for any or all portions of the charges not covered by insurance. If insurance company sends payments directly to the client, the client will be required to send said payment to UCP of Maine, or be billed that amount of the charges. Any and all payments will be applied to clients account upon receipt.

Medicaid: UCP will file Medicaid claims for the State of Maine. If a client receives assistance from another state, the client will be responsible for payment of the services received and the filing of claims. It is the Medicaid client's responsibility to receive referral.

Workers Compensation: Services that fall under worker's' compensation will be processed accordingly. If a workers' compensation claim is denied for any reason, the client / guarantor will be responsible for payment of services rendered in full.

Dependents: A client 18 years of age and older are their own guarantor unless other legal documentation has been provided to UCP of Maine. Clients under the age of 18 must list a parent, guardian, or other party responsible for the underage client. The guarantor / guardian will be responsible for payment of services rendered to their dependents. In cases where a written court order allows payment for medical costs associated with a dependent, it is the responsibility of guarantor / guardian to obtain reimbursement from the third party involved.

Referrals: If a client sees a provider that is out of network or they use an insurance company that requires a referral, the client is responsible for obtaining the referral from their primary care clinic or physician. The client should also ensure authorizations are in place prior to receiving service. Failure to obtain referrals and authorizations may result in a lower payment or no payment from the insurance company and client / guarantor will be responsible for payment of services rendered.

It is the responsibility of the billing department to communicate monthly with clients and insurers that owe for services rendered and to attempt to collect on those debts, typically done with monthly statements. A monthly review of all debts that are ninety or more days overdue will be performed by the Billing Manager.

In cases where appropriate, the organization may choose to apply interest charges on overdue debts, as long as such practice is applied consistently to all debtors in the same situation.

The Billing Manager will determine when it is appropriate to write-off any debts that result from a client or insurers lack of payment and will report monthly on write-offs to individual departments as well as the Chief Executive Officer and Chief Operating Officer.

All payments received will be sent to the Evergreen Woods front office, who will forward appropriate information to the Billing and Finance Departments and record the payments on the weekly Deposit Log. Cash received will be kept locked in the front office safe and all payments received will be deposited to the organization's financial institution by Finance staff on a weekly basis. The Accounting Manager is responsible for ensuring the deposit matches the deposit information provided by front office staff.



Scott Tash, CEO



Date

