

# BILLING AND COLLECTIONS PROCESSES

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*Obtain copies of documents, if you can.*

- Does the practice use superbills? Are these presented to every patient at the end of every visit?

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- Does each new patient sign a financial responsibility statement?

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- Are patients reminded of amounts owed after each visit?

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- What happens if a patient does not pay after several visits?

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- How often is an accounts receivable aging report run?

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- What happens when an account is 30 days late (what communication?)

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- How is a balance due of over 60 days communicated to a patient (phone, letter, both)?

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- When is the decision made to send an uncollectible account outside the practice?

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- What external collection agencies are used?

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- Are claims against patients ever taken to small claims court?

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