

UCLA Health Ambulatory Practices Revenue Policy and Procedure

Policy Name: Prompt Pay Discount for Self-Pay Patients		
Policy #: 003	Developed Date: April 2014	Approved Date:
Approved By:	Revision Date: March 2016	Revised By:

I. Purpose

The purpose is to outline the prompt pay discount for self-pay patients.

II. Policy

For purposes of this Prompt Pay Discount policy, a **Self-Pay Patient** will be defined as a patient who is uninsured or declines to bill rendered services to their insurance. The discount rate will be applied according to protocol outlined in standard operating procedures.

UCLA Health ambulatory practices offer a prompt pay discount to patients:

- Without insurance, or
- With insurance who require services that are not covered under the contract.

Patients receive a discount from the full charges of their visit if they pay at the time of service. If additional services are rendered during visit, patients are allowed 15 days from the date of the statement to pay for these additional services at the discounted rate.

003 UCLA Prompt Pay Policy Standard Operating Procedure

Procedure

A. Communication of Responsibility

During appointment scheduling, self-pay patients who are uninsured will be offered a prompt pay discount, if they pay for the applicable charges at the time of service. Staff will collect this payment at check-out.

B. Prompt Pay Discount for Self-Pay Patients

A prompt pay discount will be offered to all self-pay patients who agree to pay for the applicable charges at the time of service. Patients who have insurance and chose to be self-pay rather than using their insurance are eligible for the prompt-pay discount. The standard prompt pay discount will be 30%. Department CAO's reserve the right to apply an alternate pre-approved prompt pay discount determined by specialty, where applicable. The discount will only apply to charges incurred during the current visit. The discount does not apply to any outstanding balances. International patients are not eligible for the discount and should be referred to the office of international relations for any questions regarding financial obligations **310-794-8759**

1. The patient will be reminded of the prompt pay discount for uninsured self-pay patients at the time of check in and will be asked to sign the ***Self-Pay Acknowledgement Form***.
2. At the time of service, at check out, the patient will make a payment at the approved discounted rate for the estimated charges incurred during the office visit. If additional services are rendered during the visit for which the charges are not yet available, the patient will be informed, they will receive a statement for additional charges at the discounted rate. The prompt pay discount will apply, as long as the balance is paid in full within 15 days from the date of the billing statement.