


<b>Physicians' Billing Office</b>		
<b>SECTION:</b>	GUARANTOR ACCOUNTS RECEIVABLE	POLICY NUMBER: G103
<b>POLICY TITLE:</b>	BUDGET AND PAYMENT PLAN	PAGE: 1 of 2
<b>APPROVALS:</b> FPG B&F Committee: 11/23/2009	PBO: 11/23/2009	ISSUED: 09/01/2009 EFFECTIVE: 06/30/2010
<b>SUPERSEDES: N/A</b>		

**PURPOSE:**

1. To improve the **efficiency** and **effectiveness** of billing and collections processes.
2. To maximize **revenue** and deliver a better **patient experience** by providing services in a courteous, respectful and professional manner, and by working with the patients and their representatives to develop reasonable budget and payment plans.

**POLICY:**

1. It is the policy of FPG PBO to offer payment arrangements with patients who are willing to pay, but are unable to do so in installment. The length of such arrangement may vary depending on total amounts owed as shown below:

<b>Balance</b>	<b>Payment Timeline (from Date of Arrangement)</b>	<b>Special Handling</b>
\$25.00 - \$99.99	1-2 Months	
\$100.00 - \$499.99	1-4 Months	
\$500.00 - \$999.99	2-6 Months	
\$1,000.00 - \$9,999.99	2-10 Months	
>\$10,000	2-12 Months	
Any Amount	>12 Months	With <u>FPG/PBO</u> Management Approval

2. In case of a default and non-payment as agreed, the remaining patient balance will be transferred to bad debt.


**POLICY CROSS REFERENCES:**

1. PBO – Guarantor Balances (Policy number G106)

**APPLICABILITY:**

This policy applies only to FPG PBO customers. UCLA FPG provider entities billing for healthcare services outside PBO are not covered by this policy.

This policy applies to all patients and their representatives who seek medical care from UCLA FPG.

<b>Physicians' Billing Office</b>		
<b>SECTION:</b>	GUARANTOR ACCOUNTS RECEIVABLE	POLICY NUMBER: G103
<b>POLICY TITLE:</b>	<b>BUDGET AND PAYMENT PLAN</b>	PAGE: 2 of 2
<b>APPROVALS:</b> FPG B&F Committee: 11/23/2009 PBO: 11/23/2009		ISSUED: 09/01/2009 EFFECTIVE: 06/30/2010
<b>SUPERSEDES: N/A</b>		

**COGNIZANT OFFICE:**

For interpretations of this policy, resolution of problems and special situations, contact:

Grace Barba  
 Director of Physician Billing Office  
[gbarba@mednet.ucla.edu](mailto:gbarba@mednet.ucla.edu)

**POLICY AUTHORITY:**

UCLA Faculty Practice Group

**REVISION HISTORY:**

Original Policy issued: 09/01/2009

Revisions: None