



<b>Physicians' Billing Office</b>		
<b>SECTION:</b>	GUARANTOR ACCOUNTS RECEIVABLE	POLICY NUMBER: G113
<b>POLICY TITLE:</b>	COLLECTION AGENCY RECALLS	PAGE: 1 of 3
<b>APPROVALS:</b> FPG B&F Committee: 03/08/2010	PBO: 03/08/2010	ISSUED: 02/01/2010 EFFECTIVE: 06/01/2010
<b>SUPERSEDES: N/A</b>		

**PURPOSE:**

1. To promote and ensure **compliance** with governmental and private payor regulations on Guarantor coinsurance payment and deductible collection practices.
2. To improve the **efficiency** and **effectiveness** of PBO billing and collection processes.
3. To provide a better **customer service** by recalling guarantor bad debt (previously submitted to a collection agency) in an expedited manner, and working with PBO customers and patients to resolve outstanding balances in compliance with effective PBO guarantor accounts receivable policies.

**POLICY:**

- A. It is the policy of PBO to assign guarantor bad debt, which does not qualify for any discounts and/or waivers as provided by PBO "Guarantor Balances" policy G106 to a collection agency for further collection efforts.
- B. PBO will automatically assign bad debt (as indicated in paragraph A) to an outside collection agency 90 calendar days after the initial statement has been issued to the guarantor, as long as:
  1. All PBO reasonable collection efforts have been exhausted;
  2. PBO efforts to attain a settlement agreement or a payment plan from the guarantor have been unsuccessful.
- C. PBO will not submit a listing of guarantor bad debts to FPG departments/providers for an approval prior to assignment. Instead, an optional listing of all guarantor bad debts assigned to an outside collection agency will be distributed to those FPG departments/providers, who require a retroactive review of assigned accounts.
- D. Previously assigned guarantor bad debts are eligible for a recall from the outside collection agency at the request of FPG departments/providers:
  1. PBO will complete the recall of the account within 3 business days from the date of the department/provider's request.
  2. PBO will not recall any guarantor bad debts from a collection agency unless the requestor provides clear guidance on the final disposition of the balances, within the scope of the PBO "Guarantor Balances" policy G106.
  3. PBO will recall only those guarantor bad debts associated with charges generated from the specific FPG department/provider requesting the recall. All other

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guarantor bad debts assigned to an outside collection agency that are not associated with the specific department requesting the recall will remain at the agency.

4. PBO will collaborate with the guarantor and the requesting PBO customer to reconcile all recalled guarantor bad debts per final disposition instructions.
5. FPG PBO does not report Guarantor bad debts to major credit bureaus.

**POLICY CROSS REFERENCES:**

1. PBO - Guarantor Balances (Policy number G106)
2. PBO - Financial Hardship (Policy number G105)
3. PBO - Professional Courtesy Discounts and Waivers (Policy number G108)
4. PBO - Budget and Payment Plan (Policy number G103)
5. PBO - Special Administrative Adjustments (Policy number G111)
6. PBO - Small Balance Adjustments (Policy number G110)
7. PBO - Deceased Patient Balance Adjustments (Policy number G104)
8. PBO - Bankruptcy Adjustments (Policy number G102)
9. PBO - Agreed Settlement (Policy number G101)
10. PBO – AB 75 (Policy number G100)

**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.

**EXCLUSIONS:**


This policy does not apply to International Health Program patients (see PBO International Pricing policy and procedure number G107).

**COGNIZANT OFFICE:**

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

Grace Barba  
 Director of Physician Billing Office  
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**POLICY AUTHORITY:**

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<b>SUPERSEDES: N/A</b>		

UCLA Faculty Practice Group

**REVISION HISTORY:**

Original Policy issued: 02/01/2010

Revisions: None

**REFERENCES:**

- Medicare Claims Processing Manual (January 2009)
- Medicare Provider Reimbursement Manual, Part 1, Chapter 3
- Fair Debt Collection Practices Act (FDCPA)