Policy Title: Small Balance Adjustments

Purpose:
1. To promote and ensure compliance with governmental and private payor regulations on guarantor co-payment and deductible collection practices.
2. To improve the efficiency and effectiveness of UCR Health billing and collection processes.
3. To improve UCR Health accounts receivable management by reducing costs associated with billing and collections of co-payments and deductibles, which exceed or are disproportionate to the amount to be collected.

Policy:
A. Guarantor balances that are equal to or less than $10, which will cost more to bill than the value of the balance, are automatically adjusted by UCR Health billing vendor.
B. UCR Health billing vendor will send three (3) statements for a single guarantor balance that is greater than $10 and equal to or less than $25. If unpaid within 90 calendar days of the date of the first statement, UCR Health billing vendor must review any subsequent or additional guarantor invoices for the purpose of consolidating outstanding balances.
   1. If consolidated balances do not exceed $25, Guarantor balance may be adjusted in accordance with UCR Health Guarantor Balance policy.
   2. If consolidated balances exceed $25, collection efforts must proceed in accordance with the UCR Health Guarantor Balance policy.

Applicability:
This policy applies only to UCR Health customers. UCR Health provider entities billing for healthcare services outside UCR Physicians Billing Office are not covered by this policy.

This policy applies to all patients and their representatives who seek medical care from UCR Health.
MONITORING/ACCOUNTABILITY:
Each UCR Health billing area must conduct frequent, regularly scheduled quality reviews to ensure adherence to this policy. Immediate corrective actions must be taken as necessary. These may include:
   a. Training and re-training of staff
   b. Disciplinary actions
   c. Reporting non-compliance to UCR Director, Clinical Compliance and Privacy

POLICY REVISION HISTORY:
Original Policy Issued: April 2015
Revisions: None

Approval(s):

Compliance Committee (04/26/2016)