



812 Gorman Avenue • Elkins, WV 26241 • 304.637.3767 • Fax 304.637.3435 • davishealthsystem.org

DEPARTMENT: Business Office	POLICY DESCRIPTION: Collection
PAGE: 1 of 1	REVISED: 10/13/2022
REVIEWED: 10/13/2022	RETIRED:
EFFECTIVE DATE: 10/13/2022	REFERENCE NUMBER:

Purpose:

Policy: Policy 22

It is the policy of Davis Health System to provide care and treatment of individuals requiring hospitalization, outpatient, or emergency treatment.

Related Policies: N/A

Definitions: N/A

Procedure:

1. The services shall be provided to all without regard to race, religion, national origin, or financial status. To continue to operate and be financially responsible, reasonable efforts will be made to obtain payment from those who have the obligation and resources to pay.
2. WMH will, as a courtesy, process billing documents to the patient's third-party payer and, unless where contractually restricted, will send a statement to the patient should the carrier not pay or pay less than full charges. WMH utilizes the standard UB and 1500 claim forms/formats.
3. After the account has been satisfied by insurance a statement will be sent to the patient for any remaining balance due as specified by insurance.
4. If no payment is received within 30 days billing will drop to an early out company.
5. If no payment has been received within 120 days, the account will be sent to a collection agency. At such time as the collection agency deems the account uncollectible and returns it to us, the account will be written off to permanent bad debt and removed from the hospitals Accounts Receivable system. Any payments received later will be recorded as recovery of bad debt.