
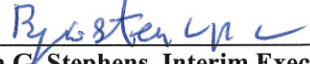




**COBB COUNTY COMMUNITY SERVICES BOARD
DOUGLAS COUNTY COMMUNITY SERVICES BOARD**

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Policy # 2509	Collection Follow-Up
Origination Date: May 1997	
Revision Date: March 2004; March 11, 2008; April 2, 2009;	
Reviewed Date: March 2005; March 15, 2006; March 9, 2007; July 30, 2010; Sept 20, 2012, Oct. 5, 2013; November 20, 2014; October 17, 2016	
Approved:	
 Paul Ascari, Chief Financial Officer	 Bryan C. Stephens, Interim Executive Director

POLICY:

It is the policy of the Cobb County Community Services Board and the Douglas County Community Services Board to follow up on all outstanding accounts receivable balances on a monthly basis and work toward resolution.

PROCEDURE:

1. The Billing Manager prints the accounts receivable aging report and distributes it to the billing staff each month. This report shows all client accounts with outstanding balances above \$1,000 to be worked.
2. The billing representatives work all accounts with outstanding balances greater than 30 days. The following steps should be used to work the account:
 - The billing representative contacts the payer to inquire on the status of the claim. The billing representative verifies that the payer has received the claim and the status of the claim (i.e., claim has been paid, pending or denied).
 - If the claim is paid, the billing representative verifies the following:
 1. The date the check was issued and mailed.
 2. The amount of check and check number.
 3. Address where payment was mailed.
 4. This information is forwarded to the Accounting Department to verify that the payment has actually been received.
 5. If the payment has been received, the billing clerk will research the check number to see if it was posted in error to another account.
 - If the claim is denied, the billing representative verifies the reason for denial. The billing representative then makes the necessary change(s) and resubmits the claim to the payer.
3. If the Explanation of Benefits denotes that it is patient responsibility a statement is generated and mailed to the client.

4. Billing staff will complete a monthly tracking report to document the status of accounts that still remain over 90 days with no activity. This report will document the total dollars worked and why the accounts are still outstanding. Each billing representative is required to work denials as they are received. Denials have priority over accounts on the aging report.