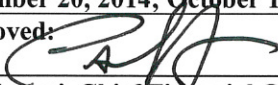
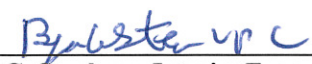




**COBB COUNTY COMMUNITY SERVICES BOARD  
DOUGLAS COUNTY COMMUNITY SERVICES BOARD**

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<b>Policy # 2511</b>	<b>Client Follow-Up</b>
<b>Origination Date: May 1997</b>	
<b>Revision Date: March 2004; March 11, 2008; April 2, 2009;</b>	
<b>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</b>	
<b>Approved:</b> 	
<b>Paul Ascari, Chief Financial Officer</b>	<b>Bryan G. Stephens, Interim Executive Director</b>

**POLICY:**

It is the policy of the Cobb County Community Services Board and the Douglas County Community Services Board to send a follow-up letter to communicate with a client or responsible party that an outstanding balance is due on the client's account. The follow-up letter is used after the self pay client statement has been sent and payment has not been received.

**PROCEDURE:**

1. The billing department sends a follow-up letter to the client or responsible party if no payment is received on an account within 90 days from the last date of service. This letter is a system generated form that will include the client name, ID number, current balance and the last payment.
2. With the proper client approval, the letter is mailed directly to the client or responsible party address denoted in the file
3. A billing representative will document in the client's account the date the letter was sent and any type of correspondence sent to the client or documentation received from the client. Any letters received from the client will be scanned into the client EMR.
4. Payment arrangements will be available to any client that wants to set up a payment plan.