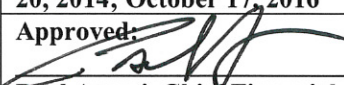
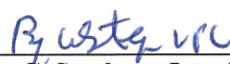




**COBB COUNTY COMMUNITY SERVICES BOARD  
DOUGLAS COUNTY COMMUNITY SERVICES BOARD**

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<b>Policy # 2518</b>	<b>Self-Pay Client Statements</b>
<b>Origination Date: May 1997</b>	
<b>Revision Date: June 2005; March 11, 2008; April 2, 2009;</b>	
<b>Reviewed Date: March 2004; March 15, 2006; March 9, 2007; July 30, 2010; Sept 20, 2012, Oct. 5, 2013; Nov 20, 2014; October 17, 2016</b>	
<b>Approved:</b>	
 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 provide a mechanism to fairly and accurately communicate balances owed by the client, or person who has power of attorney for the client, for all applicable rendered services.

**PROCEDURE:**

The Cobb County Community Services Board and Douglas County Community Services Board will pursue all balances owed by the client fairly and professionally. The Cobb County Community Services Board and Douglas County Community Services Board do not waive co-payments and/or annual deductibles as a marketing tool to increase cash revenue.

Each client will be mailed a monthly statement of balances due. Balance due may be a result of co-pays, client balances or balances related to services not covered by an insurance carrier. Payments received will be entered into the system and forwarded to Accounting for deposit. Payments receipts will only be mailed if requested by the client.

- A. All outstanding balances will be categorized based on collection policy.
- B. After three billing statements are mailed with no response, a billing letter is sent to the patient requesting payment or resolution of invoice.
- C. If partial payment is received during a statement cycle, no letter will be sent and the balance will be forwarded to the next billing cycle.
- D. If full payment is received during a statement cycle, the account will be closed and the statement process discontinued.
- E. Documentation will be maintained in the Electronic Medical Record. Documentation in the system will include financial applications, billing memos and any correspondence from insurance company summaries.