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Department: Business Office Number: HHS-2102-BO

Attachments: \_\_\_\_\_

Policy: Payment/Billing-Clinic Services

Date: 1994 Revised: 11/10/01 03/07 04/09

Approved by: *Sabrina Key* Date: 4/21/09

**POLICY STATEMENT**

Payment for services will be as stated below unless other arrangements are made in advance.

1. Payment of pharmacy services must be made at the time of service. This includes Private Pay, Co-Pays, and non-covered prescription services.
2. Payment of other clinic services (eg. Appointments, lab, dental, and other associated services) will be billed within thirty (30) days of service with payment required within 15 days of statement.
3. Workmans comp services must be verified with employer at time of service and all billing will be directed to the employer or carrier.
4. Insurance co-pays are due at the time of service for all Non-Indian patients.

**PURPOSE**

1. To insure prompt reimbursement for clinic services.
2. To minimize clerical and mailing costs.
3. To prevent use of collection agencies.

**PROCEDURE**

1. Insurance, Medicaid, and Medicare cards **MUST** be presented at check-in with the Registration Office.
2. The patient is informed at that time of the clinic's payment policies. If a payment problem presents itself, the patient will be referred to the billing clerk for arrangements of payment. The established payment plan can include payroll deduction for those working for the Tribal Government or Grand Casino Employees.
3. Patient services other than pharmacy will be billed within 30 days of service or after insurance has been processed and payment is due within 15 days of statement.
4. Pharmacy services will be billed at time of dispensing and payment due at once.
5. If payment is not received after 15 days, a statement reminder will be sent warning of collection action and clinic service denial until paid.
6. Those patients who have not complied with the clinic payment policies and have not responded to billing within 15 days of second notice, will be denied further use of clinic facilities until debt has been settled. (Non-Indian Patients)
7. Those bills still due after 90 days from statement will be turned over for collection.