

<b>UC Riverside, School of Medicine Policies and Procedures</b> <b>Policy Title: Small Balance Adjustments</b> <b>Policy Number: 950-05-003</b>
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<b>Responsible Officer:</b>	Director, Clinical Finance
<b>Responsible Office:</b>	University of California, Riverside School of Medicine
<b>Origination Date:</b>	04/2015
<b>Date of Revision/Review</b>	3/2021, 11/2024
<b>Scope:</b>	This policy applies to UCR Health. UCR Health billing providers outside of the UCR Physicians Billing Office are not covered by this policy.

**I. Purpose:**

- A. To promote and ensure compliance with governmental and private payor regulations on guarantor co-payment and deductible collection practices.
- B. To improve the efficiency and effectiveness of UCR Health billing and collection processes.
- C. To improve UCR Health accounts receivable management by reducing costs associated with billing and collections of co-payments and deductibles, which exceed or are disproportionate to the amount to be collected.

**II. Policy:**

- D. Small balances are debit and/or credit amounts equal to or less than \$4.99 which will cost more to bill than the value of the balance.
- E. If the guarantor account balance is a debit or credit equal to or less than \$4.99, and there are no outstanding self-pay balances, the guarantor account balance will be written off. These transactions are marked with the applicable “small balance write-off” code.
- F. On a daily basis, a system action will identify accounts that meet this criteria before the statement run and will process a debit or credit small balance administrative adjustment.

**III. Applicability:**

This policy applies only to UCR Health customers. UCR Health provider entities billing for healthcare services outside UCR Physicians Billing Office are not covered by this policy.

This policy applies to all patients and their representatives who seek medical care from UCR Health.

**IV. Monitoring/Accountability:**

Each UCR Health billing area must conduct frequent, regularly scheduled quality reviews to ensure adherence to this policy. Immediate corrective actions must be taken as necessary. These may include:

- A. Training and re-training of staff
- B. Disciplinary actions
- C. Reporting non-compliance to UCR Director, Clinical Compliance and Privacy

**V. Policy Revision History:**

Original Policy Issued: April 2015  
 Revisions: March 2021  
 Revisions: November 2024

### Approvals

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