

UC Riverside, School of Medicine Policies and Procedures**Policy Title:** Bankruptcy Adjustments**Policy Number:** 950-05-004

Responsible Officer:	Executive Director, UCR Health
Responsible Office:	University of California, Riverside School of Medicine
Origination Date:	04/2015
Date of Revision:	04/2021
Scope:	This policy applies to UCR Health. UCR Health billing providers outside of the UCR Physicians Billing Office are not covered by this policy.

I. Policy Summary

- A.** To promote and ensure compliance with governmental regulations on debt collection practices in bankruptcy cases.
- B.** To improve the efficiency and effectiveness of UCR Health billing and collection processes by establishing standard, uniform criteria for issuance and handling of bankruptcy adjustments across all UCR Health departments and units.
- C.** To deliver a better patient experience by processing all accounts impacted by bankruptcy in a timely and consistent manner.

II. Definitions**III. Policy Text**

- A.** UCR Health abides by state and federal laws governing individuals who have declared bankruptcy.
- B.** Bankruptcy notifications must be received in writing from the court's authorized designee.
Verbal notification of bankruptcy is not sufficient to write off account balances.
 - 1. If the courts fail to grant a discharge to the individual(s) declaring bankruptcy and provides an official notification as such, UCR Health must continue to pursue collection efforts in accordance with UCR Health normal collection processes.
 - 2. Upon receipt of bankruptcy notification from the representative court, charges for services provided prior to the date of the official court notification must be adjusted by UCR Health.
 - 3. If the account was previously submitted to an outside collection agency, the agency is notified of the bankruptcy and copies of official documents are submitted for write offs.

IV. Responsibilities

- A. 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 who seek medical care from UCR Health, and their representatives.

B. 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:

1. Training and re-training of staff
2. Disciplinary action
3. Reporting non-compliance to UCR Director, Clinical Compliance and Privacy

V. Procedures

VI. Forms/Instructions

VII. Related Information

VIII. Revision History

Original April 2015

New April 2021

Approvals:

COMPLIANCE COMMITTEE (04/28/2021)

PAUL HACKMAN, J.D., L.L.M.
CHIEF COMPLIANCE AND PRIVACY OFFICER,
SCHOOL OF MEDICINE

DATE

DEBORAH DEAS, M.D., M.P.H.
VICE CHANCELLOR, HEALTH SCIENCES
DEAN, SCHOOL OF MEDICINE

DATE