

**UC Riverside, School of Medicine Policies and Procedures****Policy Title:** Collection Agency Recalls**Policy Number:** 950-05-009

<b>Responsible Officer:</b>	Director of Clinical Finance
<b>Responsible Office:</b>	University of California, Riverside School of Medicine
<b>Origination Date:</b>	04/2015
<b>Date of Revision:</b>	04/2023
<b>Scope:</b>	This policy applies to the 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 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 customer service by recalling guarantor bad debt (previously submitted to a collection agency) in an expedited manner, and working with UCR Health customers and patients to resolve outstanding balances in compliance with effective UCR Health guarantor accounts receivable policies.

**II. Policy Text**

- A.** It is the policy of UCR Health to assign guarantor bad debt, which does not qualify for any discounts and/or waivers as provided by the UCR Health Guarantor Balances policy to a collection agency for further collection efforts.
- B.** UCR Health billing vendor will assign bad debt (as indicated in paragraph A) to an outside collection agency after three billing cycles, as long as:
  - 1. All reasonable collection efforts have been exhausted by the UCR Health.
  - 2. UCR Health efforts to attain a settlement agreement or a payment plan from the guarantor have been unsuccessful.
- C.** Previously assigned guarantor bad debts are eligible for a recall from the outside collection agency at the request of UCR Health management:
  - 1. UCR Health billing vendor will complete the recall of the account within three (3) business days from the date the request is submitted.
  - 2. UCR Health billing vendor will not recall any guarantor bad debts from a collection agency unless there is clear guidance on the final disposition of the balances, within the scope of the UCR Health.
  - 3. UCR Health billing vendor will collaborate with the guarantor and the requesting UCR Health customer to reconcile all recalled guarantor bad debts per final disposition instructions.

**III. Responsibilities**

**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.

**Exclusions:** This policy does not apply to International Health Program patients.

Approvals:

COMPLIANCE COMMITTEE (04/28/2023)

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5/1/2023 | 9:40 AM PDT  
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