Valleywise Health: District Governance - Board Policy Statement

Effective Date: 08/06
Reviewed Dates: 02/10, 01/14, 01/16, 11/19
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Policy #: 99004 G
Policy Title: Board Policy - Finance

- **Collection Efforts**

Scope: [X] District Governance(G)

[ ] System-Wide(S)
[ ] Multi-divisions(MD)_____
[ ] Division(D)_____
[ ] Multi-departments(MT)_____
[ ] Department(T)_____

Signature: _____

[Mark G. Dewane, Chair - Board of Directors, Maricopa County Special Health Care District] [Date]

Policy:
Valleywise Health will make every effort to collect all dollars due for services provided in the most efficient way possible consistent with state and federal laws. Appropriate follow-up will be made including all efforts to reduce denials of payment for any reason. Valleywise Health will work with patients who do not have resources or third-party coverage to assist them in qualifying for coverage or other programs that may be available or for participation in any Valleywise Health financial assistance program. Based on the programs that are available, Valleywise Health will expect the cooperation of patients in working with available resources to qualify for coverage.

If services are provided to a patient that is covered by, or qualifies for, an out-of-state Medicaid program that Valleywise Health does not contract with, Valleywise Health staff will obtain an application to register as a qualified provider. The provider application will be forwarded to the Board of Directors. The Board of Directors will approve or deny the request for submission of the provider application on a case-by-case basis.

Collection efforts will be made on all outstanding balances owed by individuals or other third parties. Outside collection agencies or law firms may be used to assist in the collection of accounts where Valleywise Health does not have the staff, expertise, or tools to adequately pursue collection in a timely manner.

If it is determined that the individual or other third party has the resources and is unwilling to pay, an outside collection agency or law firm may be used in an effort to collect these balances.