



*Modern solutions for age old problems*

### **Policy: Self Pay**

New self-pay patients are required to pay a minimum of \$200 at the time of service. They may chose to pay the FULL amount for their services with a 5% discount. Patient must be notified that the \$200 is a deposit ONLY.

Established self-pay patients are required to pay a \$50 deposit at the time of service and should be reminded that they may receive a 5% discount if the FULL amount is paid. However, if patient has an outstanding balance, they may NOT receive the 5% discount (please check with the Business Office).

### Front Desk Procedures:

1. Check the “Self Pay” box on the Routing Slip.
2. Collect the \$50 or \$200 self-pay deposit.

### Medical Assistants:

1. Office visit must be checked on the Fee Ticket (if applicable)
2. All services ordered are in EMR (i.e. Lab Order, X-Ray Order, etc)
3. Direct **all** self pay patients to the small waiting room after visit with provider, but **prior** to any ancillary service and inform them that the Business Office will be with them shortly to advise of cost
4. Deliver copy of Routing Slip to the Business Office

### Business Office:

1. Verify patient does not have an outstanding balance in order to receive 5% discount
2. Prepare Self-Pay Spreadsheet
3. Advise patient of cost
4. Collect payment (if applicable)
5. Deliver Routing Slip to the Lab
6. Scan the Self-Pay Spreadsheet into ICS and name the file (i.e. Self-Pay Spreadsheet 1/1/08)

**Note:** All charges to be determined by the Business Office ONLY

## **Addendum**

Effective 10/16/08 until 12/31/08 we will no longer collect the \$50 deposit for established self pay patients **prior** to their appointment.

We ask the front desk to notify the patients the deposit will be collected **after** their provider visit and remind them that a 5% discount may be given for payment in full.

We ask the MA staff to continue to direct self pay patients to the small waiting room and state “someone will be with you soon”, then deliver the Routing Slip to Tracy S, who will collect and/or make payment arrangements prior to any ancillary service.

10/16/08