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Revenue Cycle Operations – General Billing and Collection Guidelines Policy	<i>Supersedes:</i>	SEE DOCUMENT LIBRARY

PURPOSE

This policy provides guidelines to ensure compliance for Revenue Cycle Operations Billing and Collecting Practices for patient accounts receivable.

This policy applies to:

	NYU Langone Health	
X	NYU Langone Hospitals (NYULH)	NYU School of Medicine (NYUSOM)

POLICY

The policy of NYU Langone Hospitals (NYU) is to ensure compliance for regulatory, non-regulatory and fiscally sound practices for billing and collection of patient accounts receivable that maximize collections of amounts due the organization in a manner consistent with the goal of providing high caliber patient-centered care.

Hospital Billing and Collection Practices - Statement of Principles and Guidelines

NYU strives to provide medically necessary care to patients regardless of their ability to pay. This Policy covers all medically necessary services at NYU including those set forth below. For purposes of this policy, medically necessary services shall be determined in accordance with Medicare guidelines:


- Inpatient services
- Emergency care
- Clinic services
- Ambulatory surgery
- Referred outpatient services (e.g., Clinical Cancer Center services)
- Ancillary services (e.g., laboratory and radiology services)

This Policy ***does not*** cover billing and collection for:

Family Health Centers (FHC) services at NYU Langone (please refer to the *Sliding Fee Discount Program*)

Professional services provided by physicians affiliated with or employed by NYU

Providers who bill separately for their services

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Freeze a patient's bank account or garnish a patient's payroll check absent extraordinary circumstances;
Pursue any action which would cause or prevent the patient from paying his/her normal monthly rent, utility or food expenses;
Report to credit bureaus or credit agencies;
Sell a patient's debt to another party

All collection agents engaged by the Hospital will be required: to comply with this policy; seek the Hospital's written consent prior to instituting a legal action for collection; and provide patients information, where appropriate, on how to apply for financial assistance

All collection agents engaged by the Hospital will provide monthly reports of their collection efforts

All collection agents engaged by the Hospital will attest to their compliance to this policy on an annual basis

PROCEDURES

See Charity Care and Financial Assistance Policy

RESPONSIBILITIES

Sr. Director, Revenue Cycle Operations

Monitor compliance with this policy

Or designee, routinely perform an audit of randomly selected patient accounts to ensure that steps are performed in accordance with this policy

Or designee, review policy annually for repeal or amendment, as appropriate