



<b>Appendix B – Payment Plan Guidelines</b>	RC-002 Appendix B
Penn State Health Revenue Cycle	Effective Date:  April 2021

**SCOPE AND PURPOSE** *The document is applicable to the people and processes of the following Penn State Health components specified below:*

<input checked="" type="checkbox"/>	Penn State Health Shared Services	<input type="checkbox"/>	Penn State College of Medicine
<input type="checkbox"/>	Milton S. Hershey Medical Center	<input type="checkbox"/>	Medical Group – Academic Practice Division
<input type="checkbox"/>	St. Joseph Medical Center	<input type="checkbox"/>	Medical Group - Community Practice Division
<input type="checkbox"/>	Holy Spirit Medical Center	<input type="checkbox"/>	Penn State Health Life Lion, LLC
<input type="checkbox"/>	Hampden Medical Center (effective 10/1/21)		

**POLICY AND PROCEDURE STATEMENTS**

To define how the customer service staff will provide patients with the ability to satisfy the personal obligation through pre-arranged monthly payments.

- A payment plan will be established when a patient is not able to pay the outstanding balance(s) in full and can be established over the telephone, in person, or via mail/email.
- The customer service staff member researches the Signature and Eclipsys billing systems for the patient and other family members’ accounts. Each family member should be a separate payment plan.
- In order to satisfy the outstanding balance(s), a separate payment plan should be established in each Signature and Eclipsys billing systems.
- Customer service staff should indicate the acceptable (standard) payment plan and ask the patient what **monthly payment they can afford**.
  - The Standard Agreement amount should be used first. If the patient is unable to pay the amount in the Standard Agreement time frame, a discussion should take place regarding Financial Assistance. A payment between the “standard agreement” and “allowable exception” may be accepted as an exception.
- The required monthly payment will be established using the following guidelines:

<b>Payment Guidelines</b>		
<b>Outstanding Balance</b>	<b>Standard Agreement</b>	<b>Allowable Exception</b>
\$0-\$199	Due Now	-
\$200-\$499	4 Months	6 Months
\$500-\$999	8 Months	12 Months

<b>Payment Guidelines</b>		
<b>Outstanding Balance</b>	<b>Standard Agreement</b>	<b>Allowable Exception</b>
\$1000-\$5000	12 Months	15 Months
>\$5001	18 Months	24 Months

If the patient is not able to pay according to the above guidelines, an application must be completed

- Outstanding balances less than \$200.00 will not be granted a monthly payment under \$50.00.

See a manager for exceptions. Management may approve payment plans outside of the guidelines for extenuating circumstances.

#### **RELATED POLICIES AND REFERENCES**

RC-002 PATIENT CREDIT AND COLLECTIONS POLICY

#### **APPROVALS**

Authorized:	Paula Tinch, Senior Vice President and Chief Financial Officer
Approved:	Dan Angel, Vice President, Revenue Cycle

#### **DATE OF ORIGIN AND REVIEWS**

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Review Date(s): 4/15/21

#### **CONTENT REVIEWERS AND CONTRIBUTORS**

Manager, Financial Counselors