

Customer Financial Responsibilities

Scope: To provide a standardized format for collection of homecare client balances that are non reimbursable by third party payers or where there is no insurance involved.

Policy:

1. All non-covered services/supplies, a minimum of fifty percent (50%) of the total charges are to be collected @ the time of rendering services/supplies. Services/supplies for charges less than \$250.00 should be paid @ one hundred percent (100%) @ the time of rendering services/supplies.
2. A mutually agreed upon plan for the client balances must be made @ the time of initial services and should not exceed ninety (90) days. A written signed agreement must be obtained for payment arrangements.
3. Acceptable payment methods include: cash, personal & bank checks, credit cards, and money orders.
4. Known co pays, deductibles etc... should be collected upon rendering services/supplies.
5. "Special Orders" require a minimum of fifty percent (50%) down; an attempt to collect one hundred percent (100%) should be made. Balance due upon delivery of the order. NOTE: if the item is returned, the customer is responsible for the restocking fee if applicable.
6. KPP has the right to terminate services to customers who neglect to comply w/payment terms. (with appropriate advanced notice)
7. Alternate payment arrangements may be made, though highly discouraged and require approval from ops manager.
8. Non-compliance with payment terms will result in forwarding accounts to our collection agency with appropriate advanced notice.
9. Services/supplies anticipated to be covered that are rejected/denied by third party payers, (*see attached "Payment Agreement" letter) a written payment plan must be established with balance paid in full within 3-6 months.