

Late Patient Billing

SUBJECT: Late Patient Billing	EFFECTIVE DATE: 10/30/2023
APPROVAL: Clinical Board of Directors Duly CEO	APPROVAL DATE: 10/30/2023

SCOPE: This policy applies to DuPage Medical Group, Ltd. and its affiliates (collectively, “Duly”).

OVERVIEW: Duly is committed to an environment of respect for our patients’ financial wellness. As such, patients will not be billed two years post date of service for insurance recouped monies and re-adjudicated claims or claims with a current remittance date despite aging date of service.

PURPOSE: To provide guidance to staff on how to navigate late patient billing.

DEFINITIONS:

Remittance: Date of the insurance payment.

Insurance Recoupment: When insurers request a refund when they have issued an overpayment and/or paid in error on a claim.

Insurance Re-Adjudicated Claims to Self-Pay: Claims that were submitted and paid by the payor and then recouped post insurance audit and remanded to the patient’s responsibility.

POLICY:

1. Patients should not be billed two years post date of service. This includes:
 - a. Payor Recoupment of monies and re-adjudicated claims to the patient’s Self-Pay responsibility.
 - b. Timeliness issues with submitting claims to the payor allowing insurance to have a current remittance date, leaving a portion to the patient’s Self-Pay responsibility.