**Sample Policies and Procedures: Co‐payment Collection at Time of Service**

**I. PURPOSE**

\_\_\_\_\_\_\_\_\_\_\_\_\_ Health Clinic is committed to quality patient care and to caring for all patients including those with limited financial resources. However, \_\_\_\_\_\_\_\_\_\_\_\_\_ Health Clinic also has limited financial resources and desires to utilize those limited resources in a reasonable and fair manner. Therefore, \_\_\_\_\_\_\_\_\_\_\_\_\_ Health Clinic expects patients who have adequate financial resources to pay for their health care services in a timely manner.

**II**. **APPLICABILITY**

This policy applies to all \_\_\_\_\_\_\_\_\_\_\_\_\_ Health Clinic providers and staff rendering services to patients in \_\_\_\_\_\_\_\_\_\_\_\_\_ Health Clinic.

**III. PROCEDURE**

**1**. **Patient Education**

We must continuously educate our patients concerning our payment policies. When appointments are being scheduled, clinical office staff will obtain insurance coverage information and inform patients that a payment will be expected from them at the time of their scheduled visit. At the time of registration, the office staff member shall collect and/or verify that the patient’s record contains the following information:

• Date of birth

• Residence address and telephone number

• Insurance card(s), if applicable

**2. Billing and Coding**

Co-payments, co-insurance, and deductibles are only waived in accordance with established rules, policies and procedures.

**3. Uninsured Patients**

For uninsured patients, departments shall follow the provisions of the billing policy and procedures relating to financial hardship [See: [Sample Policy & Procedures](http://stdtac.org/wp-content/uploads/2016/05/Policies-Procedures_STDTAC.docx) tool].

**4. Third-Party Payer Insurances**

All patients who have coverage by other insurance companies are required to pay the established co‐payment at the time of service. Unpaid co-payments will be recorded in the patient file.

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*\*STDTAC/Jan. 2014.*