



SECTION: Financial

POLICY: Outstanding Accounts

DATE ISSUED: July 9, 2001

NUMBER: F – 130

REVIEWED: Jan/19

REVISED: Jan/16, May/22

NEXT REVIEW: May/25

Policy

Every effort will be made to collect outstanding accounts.

Procedure

1. A copy of the client bill is sent each month.
2. If payment is not received after the second billing, 60 days, a letter is sent out.
3. If payment is still not received after 90 days, an attempt will be made to contact the individual responsible for the accounts (client, family member, third party) by telephone by the Managers/Program Assistants responsible for the program.
4. If after every reasonable attempt is made to collect, the account will be deemed as "doubtful/ bad account."
5. A list of all "doubtful/ bad accounts" will be sent to CMH Finance staff as part of year end process including, invoice numbers and attempts to collect.
6. CMH Finance Staff will notify Program Managers when they can "write off" their doubtful/ bad accounts.