



THE FLORIDA CENTER
FOR CHILD AND FAMILY DEVELOPMENT

PROCEDURE

Title/Subject: Insurance Accounts Receivable Process			
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Approved By:		Title: President/Chief Executive Officer	
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POLICY STATEMENT

The goal of the Accounts Receivable (A/R) process is to collect the greatest amount from the insurance plan and Client in the shortest time period.

PROCEDURE

- A. To efficiently manage the accounts receivable process, practices need to:
 - 1. Develop a systematic process that defines all A/R collection activities by priority parameters and defined policies and procedures that can be implemented to resolve balances due.
 - 2. Design A/R management reports using priority parameters for sorting reports, and provides relevant information for completing A/R tasks based on staff members' responsibility.
- B. As a summary of the insurance A/R process, the following steps may be taken to follow up previously submitted claims:
 - 1. Contact the insurance company by phone on claims submitted at least 40 days.
 - 2. Send a tracer claim or claim inquiry letter to the insurance company (assigned or unassigned).
 - 3. After 60 days, contact the Client to inform them of problems and enlist their assistance.
 - 4. Initiate telephone contact number 2 to the insurance company (claims submitted at least 50 days).