

STANTON COUNTY HOSPITAL CRITICAL ACCESS HOSPITAL Policy and Procedure	Date: 02/07/06	Reviewed: 02/02/07 2/20/15 4/17/2017 5/10/2022 5/30/2023 04/11/2024 02/20/2025	Number: 3.8
Department: Business Office	Approved:		
Subject: Payment Agreements	Page: 1 Of: 1		

Objective: To work with our patients in paying off their bills.

Policy: PAYMENT SCHEDULE/PROCEDURES

The Equal Opportunity Credit Act (EOCA), Federal Law states that it is necessary to “TREAT EVERYONE IN THE SAME MANNER” regarding the extension of credit, collection procedures and payments. Consumers must be treated in the same manner with the same criteria as country of origin, ethnic status, age, gender or any other factor cannot be sued to differentiate in the Credit transaction.

For that reason, we must have a UNIVERSAL PAYMENT POLICY which treats everyone in the same manner to be following the guidelines which are monitored by the Federal Trade Commission.

Payment agreement guidelines

- Each patient will be set up on an individual payment plan
- Payment plans must be signed by the guarantor.
- All outstanding private pay accounts will be listed with balance due.
- All accounts balances will be combined into one account.
- Once all accounts are combined, refer to the Payment Plan Agreement Form to determine which balance-based section of the table their balance falls into and what the financial expectation is per month. Pause and let the patient decide if they can make the expected monthly payment comfortably. If the patient states they are unable to make the expected monthly payment based on our tables, **THEN** we ask the patient if they can make the reduced amount only one spot under the original expected financial amount.
- If an account is in bad debt it is not eligible for a payment plan.
- If a patient does not meet the terms of a payment plan, it will result in starting the collections process.