Family Planning CCU Collection FAQs

http://phpa.dhmh.maryland.gov/mch/Documents/Family_Planning_Guidelines/2015_Family_Planning_Administrative_Guidelines_Update.pdf

In order to refer an account to Central Collection Unit the following procedures must be in place:

1.) The Family Planning Clinic must make the expectation of payment known to the client when the client schedules the appointment.

2.) The Family Planning Clinic must bill all third party payors (medical assistance and private insurance) as well as self-pay.

3.) The Family Planning Clinic must be able to accept cash, credit/debit and checks at time service is provided.

4.) The Family Planning Clinic must be able to provide a payment plan to the client at the time of the fee assessment.

5.) An invoice must be given to every client at the time of service showing the actual charge of the visit, the discount based on the approved sliding fee schedule, and the amount the client owes for the services performed that day and any previous unpaid balance.

6.) A client cannot be sent to the Central Collection Unit if a partial payment has been made towards the outstanding charge within 90 days

7.) A client, excluding confidential clients, must be sent three (3) invoices at least 30 days apart before a client can be sent to the Central Collection Unit. Each invoice must include the following:

- a) A statement stating the Clinic accepts cash, credit/debit and check payments.
- b) A copy of the payment plan and details on how the client can participate in the payment plan.
- c) A notice that states after the third invoice a client will be referred to the Central Collection Unit if payment or partial payment is not received.

8.) A quarterly summary will be sent to the Family Planning Fiscal Coordinator at the Maryland Department of Health and Mental Hygiene's Family Planning Program. A worksheet developed by the Family Planning Fiscal Coordinator will be used to capture the following information:

- a) Client ID#
- b) Client's Age
- c) Type of birth control method used by client.
- d) Amount due

Voluntary donations from clients are permissible. However, clients must not be pressured to make donations, and donations must not be a prerequisite to the provision of services or supplies. Donations from clients do not waive the billing/charging requirements set out above.

Client income should be re-evaluated at least annually.