

RIVER VALLEY COUNSELING CENTER, INC.

POLICY/PROCEDURE # ADMIN-03

SUBJECT: CLIENT CO-PAYS

DATE REVIEWED/REVISED: 9/15, 4/20

POLICY STATEMENT: It is the policy of RVCC to collect clients' co-pays at the time of service to maintain fewer accounts receivables and decrease unnecessary monthly billing, and minimize lost revenue.

PURPOSE: To ensure co-pay fees are collected at time of service.

RESPONSIBILITY: Clinic support staff and clinicians.

PROCEDURE:

1. Each site will have a sign posted stating the following: *"Clients are responsible for their co-pay. Co-pays are due upon arrival for a clinical session. Unpaid co-pay balances may result in termination of your services at River Valley Counseling Center."*
2. Each day, a *Co-pay Report* will be run and kept at the front desk.
3. If there is a question about a co-pay, the clinic support staff will inquire with the Billing Department.
4. Clinic support staff will collect and record co-pay payments and provide a receipt.
5. It is expected that clinicians will discuss the importance of paying co-pays with their clients and follow-up with clients regarding unpaid balances.
6. If a client comes to the front desk owing more than two (2) co-pays, their clinician will be called to the front desk and informed of the issue. A plan should be developed by the clinician to address the payment of co-pays. If a reasonable plan is developed that addresses payment of the co-pay balance treatment may continue.
7. Any special co-pay payment plan should be put in writing by the clinician, signed by the client and a copy shall be sent to the Billing Department. The original co-pay payment plan should be scanned (placed) in the client chart. Clients unable to pay their co-pays should be terminated appropriately and referred to appropriate services.
8. Monthly co-pay and payment balances due will be sent to clinic managers so that appropriate tracking of balances by clinicians can take place.