

# High Mountain Healthcare, LLC

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## Payment Collections Policy

High Mountain Healthcare's payment collections policy details when a patient's payment is due and the consequences of late payments. After a patient visits our office, we file any available insurance, and send a bill (when applicable) to the patient usually within 30 to 60 days for any part of the visit not covered by the insurance company. For self-insured (self-pay) patients, we send a bill for any portion of the visit not covered up-front usually within a week of the visit. In either scenario, High Mountain Healthcare starts the "Collection Clock" the day a bill is sent to a patient. Once the clock has started, payment is expected upon receipt of our bill. The following rules will apply for any situation involving non-payment or late payments.

1. When 30 days have passed from the time of the initial billing, a reminder statement will be sent to any patient who has not **paid in full** all balances from the prior 30 days. This statement will reflect all billed visits during this time period.
2. When 60 days have passed from the time of the initial billing, a second reminder letter and statement will be sent to any patient who has not **paid in full** the initial 30-day balance. Also, this letter will detail High Mountain Healthcare's payment collections policy through an attached copy of this policy.
3. When 90 days have passed from the time of the initial billing, a third letter and statement will be sent to any patient who has not **paid in full** the initial 30-day balance. This letter will also restate the payment collections policy and will explain the current consequences of the lack of payment. **At this time, patients will not be allowed to set any new appointments with High Mountain Healthcare (except for emergency situations) until at least one-third of ALL outstanding balances from the prior three months (90 days) are paid.** This payment must be made in advance of any future appointments.
4. When 120 days have passed, a fourth letter will be sent to any patient who has not **paid in full** the initial 30-day balance. The patient will still be unable to set new appointments with High Mountain Healthcare (except for emergency situations) until **at least two-thirds of ALL outstanding balances** from the prior 4 months (120 days) are paid. This payment must be made in advance of any future appointments.
5. When 150 days have passed, a fifth letter will be sent to any patient who has not **paid in full** the initial 30-day balance. The patient will still be unable to set new appointments with High Mountain Healthcare (except for emergency situations) until **ALL outstanding balances** from the prior 5 months (150 days) are paid. This payment must be made in advance of any future appointments.
6. After a patient maintains a deficit balance for 6 months (180 days) with High Mountain Healthcare, the patient will be **immediately sent to collections and expelled from the practice.** A 10% collection fee will be added to your account balance. In the event that your account is sent to collections, any attorney's fees incurred due to legal actions will be applied to your account balance. A letter detailing this action will be sent to the patient. This letter will also explain that during the next 30 days, the patient will be allowed to visit High Mountain Healthcare only for emergency situations, for necessary prescription refill requests, and for the purpose of obtaining his or her medical records. After the 30 day window has passed, the patient will no longer be seen by medical professionals at High Mountain Healthcare.