

Board of County Commissioners
Leon County, Florida

Policy No. 07 - 1

Title: Collection of Delinquent Emergency Medical Services Accounts

Date Adopted: February 26, 2008

Effective Date: February 26, 2008

Reference:

Policy Superseded: Policy No. 07-01, "Collection of Delinquent Emergency Medical Services Accounts," adopted February 13, 2007

It shall be the policy of the Board of County Commissioners of Leon County, Florida, that Policy No. 07-1, "Collection of Delinquent Emergency Medical Services Accounts," adopted February 13, 2007, is hereby superseded and amended as follows:

All users of Leon County Emergency Medical Services (EMS) will be billed and charged in accordance with current Federal and State guidelines for EMS. billing, and in accordance with policies established by the Leon County Board of County Commissioners. Leon County will make every effort to collect all monies owed for services rendered by EMS.

The following delinquent accounts shall be turned over to a collection agency:

1. Accounts where the patient is more than 18 years of age.
2. Accounts where the patient is less than 18 years of age and guarantor / responsible party information exists.
3. Accounts that have no pending insurance payments; or where no insurance exists; or in those instances where the insurance claim has been denied by the insurance provider and the last contact with the patient or responsible party has been more than 90 days.
4. Accounts where efforts to contact the patient or responsible party have been exhausted by the billing agency or where the billing agency has attempted to contact the patient or responsible party for 90 days and has had no response.

In no event shall a delinquent account be sent to a collection agency where either:

1. there has been no attempt to follow-up on an insurance claim and no payment rejection decision has been obtained from the third-party payer; or
2. if the patient or responsible party is found by the County Administrator or his designee to be indigent, based upon competent, substantial evidence.

The patient or responsible party (applicant) shall be deemed indigent when the applicant's income is equal to or below the then-current federal poverty guidelines prescribed for the size of the household of the applicant by the U.S. Department of Health and Human Services.

The collection agency will utilize all currently acceptable collections practices in accordance with its contract with Leon County, the Federal Fair Debt Collection Practices Act, and the Florida Commercial Collection Practices Act.

A finance charge of 1% per month or 12% APR will be added to all accounts that are referred to the collection agency.

The collection agency will report unpaid accounts to a consumer reporting agency or credit bureau, in accordance with federal and state law.

Once all collection efforts have been exhausted by the collection agency, unpaid accounts will be classified as "efforts exhausted." The Clerk of the Court's, Finance Division, and the billing agency are authorized to classify balances of accounts determined to be "efforts exhausted" as uncollectible and write the amount off from the outstanding accounts receivable balance.

The County Administrator is authorized to utilize such forms and procedures reasonably necessary to carry out the provisions of this policy.

Revised 2/26/08