

Collections Action Team



Mid Coast Hospital

Addiction Resource Center

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Increase Client Co-pays

- The task of the CAT (Collection Action Team) was to increase the amount of client co-pays received by the agency.
- The baseline for the project was \$455.15 per week (this baseline was a collection of data over a 9-week period)

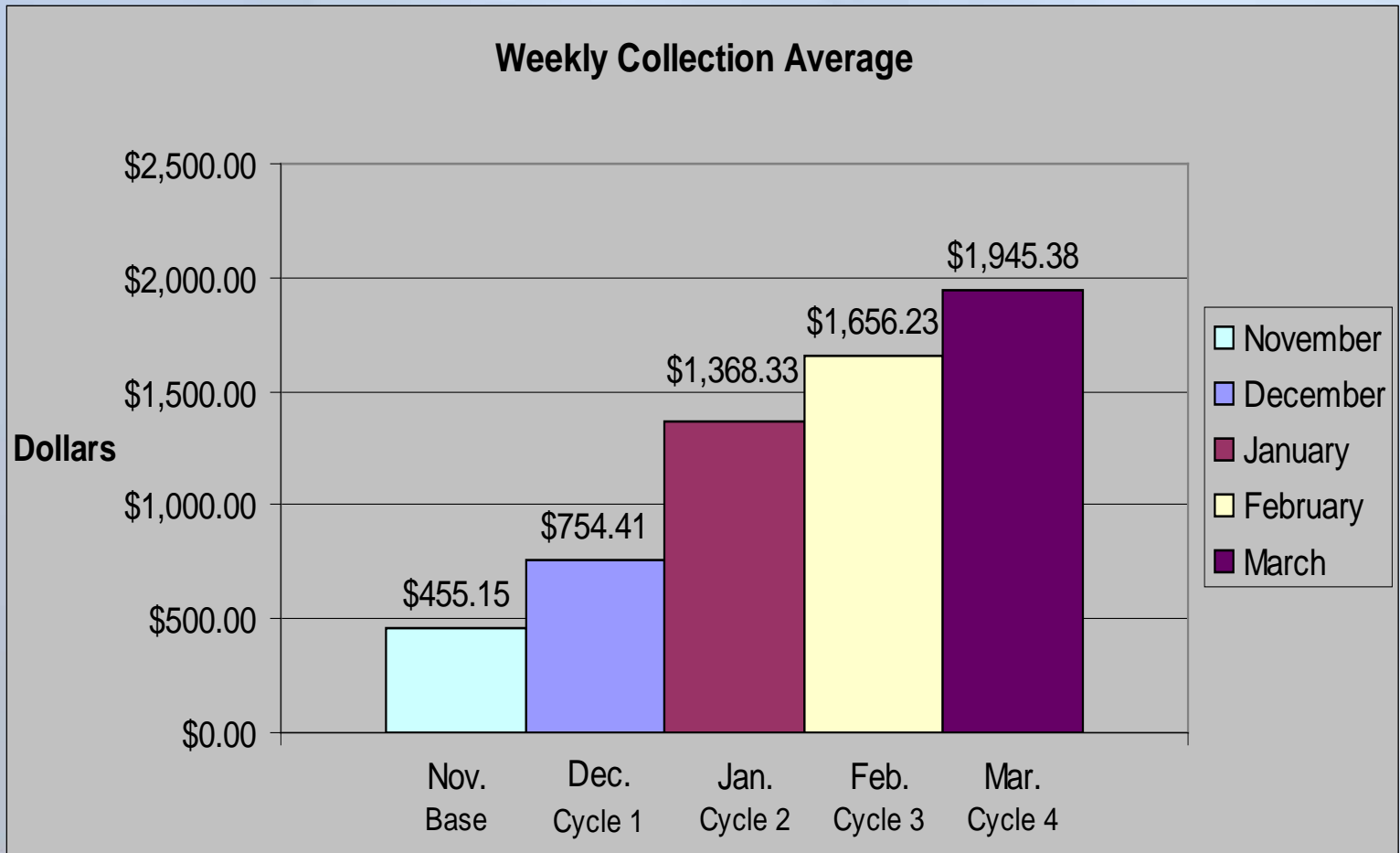


What We Did

- Cycle 1 – The Hawthorne Effect – The Team spoke about it in Staff meeting but did nothing (\$455 - \$754)
- Cycle 2 – Clinicians sent clients to Billing to discuss bills (\$754 - \$1368)
- Cycle 3 – Signs throughout common areas and clients given copies of fee agreements (\$1368 - \$1656)
- Cycle 4 – Clinicians were sent reminders via email prior to group reminding clients to check in with billing (\$1656 - \$1945)



Weekly Collections Average





Phase II

- How do we maintain current success of incoming co-pays?
- Contingency Management?
 - who are we looking to reinforce behavioral change in?



Responsibility

Part of *Recovery*

Co-payment---Make an effort – See Billing Today



What Have We Learned?

- Clients need to be reminded services aren't free
- Although some clients are in a position where payment is difficult; clients have stated discreet reminders are appreciated
- Encouraging clients to work on a payment plan with the Billing Office produces results