



When discussing past-due balances, do not ask the patient how much they can put toward their bill. Instead, phrase the question this way: "**How short of the balance are you today?**"

### **\$10 Payment Trap**

Before accepting a payment plan, **calculate how long it will take the patient to pay off their balance.** It is often easier to think in terms of dollars rather than time, which can result in unreasonably long arrangements.



### **Long-Term Arrangements**

## **Common Patient Collection Mistakes & How To Avoid Them**

### **Delayed Collection Process**

The cost of collections only increases over time. **Begin a dialogue prior to service,** and follow up shortly after. Waiting until insurance determination reduces the likelihood receiving payment in full.



### **Reporting Over- Aged Accounts**

The longer you wait to report accounts to your agency the more you will pay in fees, and the less you will recover. **Avoid "zombie debt" by reporting accounts before 120 days.**

