



Medical Debt Collection Policy

Step 1: Initial Billing

- ❁ **PATIENT NOTIFICATION:** After treatment, Premier Women's Health of Minnesota will send a bill to the patient, detailing services rendered and any insurance payments.
- ❁ **PAYMENT TERMS:** All balances are due upon receipt of a patient statement.

Step 2: Follow-Up Communication

- ❁ **REMINDERS:** If the bill remains unpaid, the provider sends reminders via mail, email, and/or phone calls.
- ❁ **PAYMENT PLANS:** Premier Women's Health of Minnesota offers payment plans to help patients manage their debt, please call our billing office at 651-461-8866 to establish the payment plan.

Step 3: Referral to Collections

- ❁ **TIME FRAME:** Any balance that is overdue by 90 days may be placed with our outside collection agency, Transworld Systems Inc. (TSI Collections).

Step 4: Collections Agency Involvement

- ❁ **INITIAL CONTACT:** The collections agency will contact the patient to discuss the debt.
- ❁ **NEGOTIATION:** Patients can negotiate payment arrangements or settlements.

Step 5: Resolution

- ❁ **PAYMENT:** Once the debt is paid, the collection agency will update Premier Women's Health of Minnesota and close the account.
- ❁ **UNCOLLECTABLE DEBT:** If the collection agency is unable to collect the debt after a certain period of time, the account will be returned to Premier Women's Health of Minnesota.