

Policy Title	Budget Payment Policy - Revenue Management Division	Policy ID	17373
Keywords	Budget Plan, Time Pay		

I. Purpose of Policy

To standardize the process for establishing and maintaining a budget payment plan.

II. Policy Scope

This procedure applies to all Dartmouth-Hitchcock Health sites on the eD-H business system.

III. Definitions

Dun: When the account ages in the host system due to nonpayment.

Dartmouth-Hitchcock Health: For purposes of this policy Dartmouth-Hitchcock Health System Members (D-HH) are Alice Peck Day Memorial Hospital, Cheshire Medical Center, Mt. Ascutney Hospital and Health Center, New London Hospital, and Visiting Nurse and Hospice for Vermont and New Hampshire (VNH). All other hospitals in New Hampshire and Vermont are considered non Member facilities.

As of May 11, 2019, this policy applies to Dartmouth-Hitchcock Clinic, Mary Hitchcock Memorial Hospital, Alice Peck Day Memorial Hospital, and Cheshire Medical Center.

As of October 2020, this policy will also apply to New London Hospital.

IV. Policy Statement

- Budget plans are established with a maximum term of 36 months, use the following table to define plan terms.

Outstanding Balance	Recommended Term Length	Maximum Term Length
Less than \$1000.00	12 months	18 months
\$1001.00 to \$5000.00	-	24 months
Greater than \$5000.00	-	36 months

- Customer Service Director or Director of Eligibility and Enrollment may approve an extension of the above terms by 20% as needed.
- Exceptions beyond should be referred to the Director, Revenue Management.
- New balances are added upon patient request and/or account review to reset the budget payment amount and keep the account from dunning.

V. References N/A

Responsible Owner:	Finance – Revenue Management	Contact:	Kimberly Mender
Approved By:	Chief Officer - Finance; Office of Policy Support - Organizational Policies Only; Mender, Kimberly; Naimie, Tina	Version #	3
Current Approval Date:	08/24/2020	Old Document ID:	
Date Policy to go into Effect:	08/24/2020		
Related Polices & Procedures:			
Related Job Aids:			