

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

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 Health sites on the eDH business system.

III. Definitions

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

Dartmouth Health: For purposes of this policy Dartmouth Health System Members (DH) are Alice Peck Day Memorial Hospital, Cheshire Medical Center, Dartmouth Hitchcock Clinic, Mt. Ascutney Hospital and Health Center, New London Hospital, Mary Hitchcock Memorial Hospital, Southern Vermont Medical Center (SVMC), Valley Regional 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.

This policy applies to those DH member facilities using the Epic system.

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

- For patients residing in Vermont and eligible for Financial Assistance, budget plan payments cannot require payments in excess of 5% of the household gross monthly income.
- 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 by a telephone call into Customer Service, or by them adding the account(s) through myDH, which will reset the budget payment amount due accordingly and reset those accounts to self-pay level 1 and prevent the account from dunning.

V. References N/A

Responsible Owner:	Finance – Revenue Management	Contact:	Kimberly Mender
Approved By:	Office of Policy Support; Office of Policy Support - Organizational Policies Only; Mender, Kimberly; Muhlen, John; Perras, Joseph; Wood, Gary	Version #	6
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