



Hospital: System-Wide

Division: Patient Financial Services

Policy & Procedure	
Policy #:	Return Mail
Origination Date:	January, 2010
Latest Review/Revision:	April 1, 2020
Administrative Approval: (Type Name)	Bobbie Maner
Administrative Title:	Director of PFS
Originator (Title):	Pam Malin / AR Manager

Subject: Return Mail

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Purpose:

Roper Saint Francis Healthcare (RSFH) commonly receives returned mail from the US Postal Service (USPS) and notification of undeliverable mail from its statement production vendor. The purpose of this policy is to outline the actions staff members should take when processing returned mail to ensure efficient use of the facility resources and adherence to HIPPA Privacy Policies and various Federal and State laws protecting identity. The most common return mail items are due to:

1. Incorrectly formatted addresses
2. Active Forward Order with Address Change Notification Requested
3. Active Forward Order Expired
4. Addressee Not Known
5. Notification from callers

Policy:

Upon receipt of notification from the USPS or the statement production vendor that an address is not valid due to formatting, the format may be updated without further investigation.

Upon receipt of a Forward Order or a Change of Address order either from the USPS or the statement production vendor (e.g. return mail statement or report), the address may be updated.

Upon receipt of return mail marked with Addressee Not Known by USPS or similarly marked by a postal recipient, the following actions will be taken to locate a current address:

1. Review EMR for registration documents that may include an accurate address.
2. Contact the admitting physician office (if applicable).
3. Contact the patient at home/ work by phone to obtain an updated address.

If an accurate or updated address is identified during the above process:

1. The address will be updated in the Patient Accounting system for all affected accounts.
2. The statement cycle is re-sequenced and the statement cycle re-starts at the first statement.

If the address location attempts are unsuccessful:

1. If there is no address available at the point of registration, the account is transferred to a bad debt (BD) agency: INVADD - Invalid Address.
2. If the guarantor is determined to be homeless and is not residing at a shelter, the balance will be adjusted to the Charity adjustment code A0134 Charity Adj – Other.
3. If provided address is valid per the USPS;
 1. STAR will be credit noted of all actions taken to locate an accurate address.
 2. The account will be transferred to the RSFH's primary Bad Debt collection agency

Note: The 120-day AR protocol requirement will not apply to these accounts.

When patients, guarantors, visitors or any other party return mail or notify RSFH that mail received at their address does not belong to them, the account will be:

1. Placed on a billing hold.
2. Worked as return mail.
3. Reported as a privacy breach if applicable. (i.e., revision was made to the guarantor account in error)