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| <b>Deceased Patient/Guarantor Account Resolution</b>                 | <b>RC-012-PSHCMG</b>                 |
| <b>Penn State Health Revenue Cycle -<br/>Community Medical Group</b> | <b>Effective Date:<br/>10/1/2017</b> |

## **PURPOSE**

To ensure compliance with regulations regarding the filing of a claim against a patient/guarantor who is deceased; that a thorough review is completed to ensure whether an estate has been established; that the debt owed will be allowed and paid when there are estate assets and that balances owed are appropriately adjusted when there is no estate or available assets.

## **SCOPE**

Financial Counselors

## **POLICY AND/OR PROCEDURE STATEMENTS**

Penn State Health will work with the surviving spouse and/or family member(s) when his/her loved one has passed away to resolve remaining balances when notification of death has been received. See **RC-110 - Patient Expirations Occurring Outside the Penn State Health Facilities**. This may include filing a claim with the estate, completing the Financial Assistance Application and adjusting the balance upon approval or receiving payment from the patient's survivors or estate.

- In the instance of a surviving spouse, the guarantor will be changed to the surviving spouse.
  - If the surviving spouse is unable to pay or there is no estate, determine if he/she meets the qualifications for the Financial Assistance Program.
  - After unsuccessful attempts to collect the account through normal collection processes, the account balance of deceased patients is written off using the applicable adjustment transaction code.
  - If the surviving spouse is able to pay, accept payments or establish a payment plan as needed.

- If the patient is single, divorced or widowed:
  - If the balance is less than \$1,000:
    - Attempt to contact the nearest relatives as noted in the billing system.
    - If unable to contact or no funds are available, the account can be considered for the Financial Assistance Program.
- If the balance is greater than \$1,000:
  - Determine if there is an estate by contacting the spouse or nearest relatives as noted in the billing system or the Registry of Wills for the patient’s county of residence.
  - Obtain the estate information and file a claim.
  - If there is no surviving spouse, change the guarantor to the Estate of.

**RELATED DOCUMENTS AND REFERENCES**

RC-100 Patient Expirations Occurring Outside the Penn State Health Facilities

**APPROVALS**

|             | Name                        | Title  | Date      |
|-------------|-----------------------------|--|-----------|
| Authorized: | Dan Angel                   | Vice President<br>Revenue Cycle Operations   | 10/1/2017 |
| Approved:   | Jay Shoen<br><br>Rhea Heath | Revenue Cycle Director<br>Hospital Operations<br>Revenue Cycle Director<br>Professional Operations | 10/1/2017 |

**DATE OF ORIGIN AND REVIEWS**

Date of origin: 10/1/2017

Review Date(s):

Revised:

**CONTENT REVIEWERS AND CONTRIBUTORS**

Revenue Cycle Directors Hospital and Professional Operations