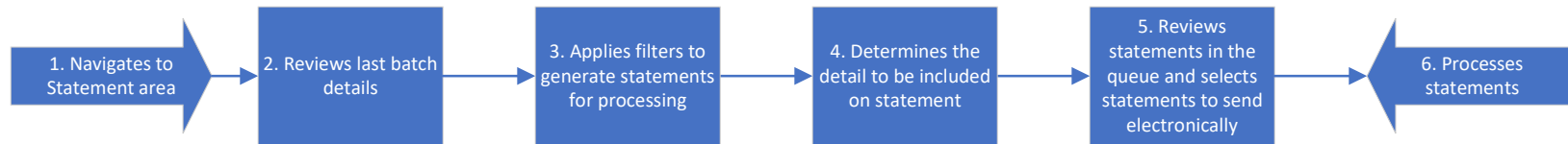


Patient Statements

Front Office Coordinator



Georgia statements are handled by the corporate RCM team in Atlanta; all other offices follow this process

1. Initial and monthly statements will be sent electronically from pedo system. Statements should be generated the 5th and 15th.

3. Statements can be generated for:

All accounts (recommended for smaller practices to generate by the 5th monthly)

Accounts A-L, M-Z (recommended for larger practices; generate A-L by the 5th monthly and M-Z by the 15th monthly)

Range of accounts

Individual accounts

Accounts that have not had a statement in the last xx days

Statements are created by the site. Validate the appropriate office is selected.

Accounts should receive statements:

Accounts with balance greater than or equal to \$5.00

Statements should not be mailed to patients with outstanding insurance claims

4. Include item detail

Include history for the last 6 months

Due date automatically generates

Sort transactions – by patient or date

5. Review statements in queue and select statements for processing. If electronic statements are not available, can print and send via mail.