

Vendor Questions Part 6

1. Professional Currently interfaces with Epic through our other healthcare clients, however there is no Epic Outsource Agreement. Is this acceptable? **No**
2. Please clarify length of collections cycle. On page 6, it references both ninety days and 244 days. **Placement 90 days from initial insurance bill date for small balance referrals. 120 days from initial self-pay balance bill date**
3. Does your documentation allow 3rd party agencies to contact patient/responsible party via cell phone, texting and/or email? **TBD**
4. Does Grady Health System have expectations of the collection agency with regard to financial assistance? **Yes** If a patient/responsible party wants to apply for Financial Assistance what would the collection agency's responsibilities be? **To provide the patient/responsible party GHS Financial Counseling department contact information.**
5. Please clarify that the minimum balance sent to collections is \$3.00 **Medicaid/Medicaid CMO patient liability start with \$3.00 co-pay.**
6. Does Grady Health System allow legal suits on accounts that don't voluntarily pay? **No**
7. Does Grady Health System allow the collection agency to charge interest to the responsible party? If so, any particular parameters around charging interest? **No**
8. Does Grady Health allow the collection agency to report to the credit bureaus? **Yes**
9. Does Grady Health allow the collection agency to use credit information for scoring purposes? **Yes**