



Debt Collection Policy

- We never withhold medically necessary care due to an outstanding debt.
- However, we do require clients with balances over \$1,000 to enter into a payment plan that they can reasonably afford as a condition of ongoing care.
- We also refer delinquent accounts greater than \$500 to a collections agency after 6 months, and we refer all remaining delinquent accounts after 12 months.
- Prior to such referrals, we spend 1 month reaching out to clients via phone, email, and / or postal mail as well to try and resolve the balance or set up a payment plan alternative.