

The Right Door for Hope, Recovery and Wellness

Chapter Title Fiscal Resources	Chapter # F		Subject # 222.2
Subject Title <b>Delinquent Accounts</b>	Adopted 12/15/99	Last Revised 4/07/17	Reviewed 3/15/05; 4/20/10; 2/24/14; 10/14/14; 4/7/17

**PROCEDURE**

**Application**

This procedure shall apply to The Right Door for Hope, Recovery and Wellness.

**1.0 Intent**

To maximize collections for services provided.

**2.0 Delinquent Account Collection Procedure**

The process for collecting delinquent accounts follows:

- a) First month: The original bill is sent.
- b) Second month: The bill is re-sent with "Past Due" stamped on it.
- c) Third month: A form letter is included with a third bill explaining that the agency must be contacted to set up payment arrangements or the client balance will be processed through collection procedures.
- d) Fourth month: If steps a) through c) above have failed to produce results, then any unpaid balance of \$25.00 or more shall be sent to small claims court for further attempts at collection.

**3.0 Write-off Procedure**

The process for writing off (i.e., dismissing) delinquent accounts is as follows:

- a) Any unpaid balance of \$25.00 or less shall be written off after the case has been closed for six months.
- b) Any unpaid balance over \$25.01 shall be reviewed and adjusted on a case-by-case basis by the Chief Financial Officer.

Robert S. Lathers, Chief Executive Officer	Date		