

The Right Door for Hope, Recovery and Wellness

Chapter Title Fiscal Resources	Chapter # F		Subject # 222.2
Subject Title Delinquent Accounts	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; 11/5/18; 12/16/19; 12/16/20; 12/20/21

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.

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Kerry L Possehn, Chief Executive Officer		Date	