	<b>The Johns Hopkins Health System</b>	<i>Policy Number</i>	CUS007
	<b>Policy &amp; Procedure</b>	<i>Effective Date</i>	12/1/06
	<i>Subject</i>	<i>Page</i>	1 of 2
	<b>Placing Accounts on Hold</b>	<i>Revised</i>	<b>10/29/08</b>

## POLICY

This policy applies to the Johns Hopkins Health System (JHHS) Patient Financial Services (PFS) Division.

## PURPOSE

To describe the circumstances under which an account will be placed on hold, and the timeframe for follow-up and resolution.

## RESPONSIBILITY

Patient Financial Services Representative

## PROCEDURE

Placing an account on hold will stop all data mailers to the guarantor's address and prevent the account from being outsourced to our agencies.


- Customer Service representatives can place accounts on hold in situations where there appears to be a legitimate complaint regarding the balance or charges on the account.

Other reasons an account could be placed on hold:

- > If the hospital is appealing the disposition of the insurance company's adjudication process
- > If patient claims services were not rendered
- > If the patient states that they have submitted payment and provide proof of payment, but the payment has not yet been received
- > If there are registration errors
- > If there are requests from Patient Relations or other administrative directives

***For any other reason, the Customer Service representative must obtain supervisory approval.***

- Any account placed on hold must be identified with the Customer Service representative's user code, and documented in the comments section of the account as to the reason the account is on hold.
- All accounts placed on hold will be reviewed weekly.
- Resolution must be reached within two weeks of the date the account was placed on hold or brought to the Supervisor's attention for next steps. Supervisors will conduct the necessary follow-up with the area responsible for assisting in a resolution. If the Supervisor has not reached a resolution in one week, the Manager will be notified. The Manager will contact the appropriate individuals to achieve resolution.

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- Accounts placed on hold will be identified by a unique code to distinguish them from Customer-Service and Self-pay team holds.
- A hold report will be generated and reviewed weekly by Supervisors and Managers.


**SPONSOR**


Senior Director, Patient Financial Services, JHHS

**REVIEW CYCLE**

Three (3) years

**APPROVAL**

  
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**Senior Director, JHHS**

  
\_\_\_\_\_  
**Date**

  
\_\_\_\_\_  
**Director, PFS Operations, JHHS**

  
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**Date**