 JOHNS HOPKINS MEDICINE JOHNS HOPKINS HEALTH SYSTEM	The Johns Hopkins Health System Policy & Procedure	<i>Policy Number</i>	FIN077
	<i>Subject</i>	<i>Effective Date</i>	05-11-09
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POLICY

This policy applies to The Johns Hopkins Health System Corporation (JHHS) and the following affiliated entities: The Johns Hopkins Hospital (JHH), Johns Hopkins Bayview Medical Center, Inc. (JHBMC), Johns Hopkins Community Physicians (JHCP), Johns Hopkins Home Care Group (JHHCG) and Howard County General Hospital (HCGH).

Purpose

To establish the practices for the periodic selection of collection and other agents used by affiliates to assist in collection or allied billing functions and to describe the responsibilities of departments involved in the selection process. Multiple agencies are selected on a periodic basis to promote a more competitive climate and preclude complacency among agencies.

Requests for Proposals

To the extent practical, JHHS or its affiliates may develop requests for proposals (RFPs) jointly with other Hopkins entities (e.g., The Johns Hopkins University School of Medicine) in order to facilitate consolidation of patient accounts with cross-affiliate or cross-entity services at a single agency, and to maximize the purchasing power of a unified, larger economic entity.

Patient Financial Services is responsible for initiating the RFP process approximately every three (3) to five (5) years. Corporate Purchasing is responsible for finalizing and issuing the RFP and ensuring integrity in the procurement process.


Potential bidders are screened based on such criteria as (but not limited to): licensed in Maryland; positive history with the Department of Licensing; reputation; commitment to Maryland market; size; length of time in business; membership in nationally affiliated trade associations; hospital/medical collection performance, etc. During the RFP process, minimum collection effort performance standards will be developed by each affiliate and included in the RFP and vendor contracts.

Corporate Purchasing, in conjunction with Patient Financial Services, (and any other System entities participating within the RFP) shall evaluate and review the submitted bids. Selection criteria for collection agencies include, but are not limited to the following: pricing, systems, technology, expertise, documented performance, rates, and reporting schedule. Sufficient agencies should be selected to properly service the participating client base.

Contracts

Contracts shall include language which:

- Ensures standards of patient confidentiality and HIPAA Compliance;
- Stipulates performance standards;
- Ensures permission for JHHS Internal Audit review of agency books and records;
- Ensures permission for Medicare auditors to review agency books and records;
- Ensures conformance with JHHS collection practices;
- Ensures conformance with Fair Debt Collection Practices Act, American Collectors Association Code of Ethics, and all applicable laws and requirements of third party payers;
- Gives JHHS the right to cancel the contract without cause.
- Creates a sole Hopkins-family-related trust account for all debtor receipts.

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REFERENCES

Fair Debt Collection Practices Act

American Collectors Association Code of Ethics

JHHS Finance Policies and Procedures Manual

Policy No. FIN076 - Collection Agencies Performance Analysis

RESPONSIBILITIES

Director, Patient Financial Services;
 Director of Business Office (JHCP),
 CFO (JHHCG) Initiate selection process for collection and other agencies and
 participate in selection process.

Corporate Purchasing Complete and ensure integrity throughout the procurement process
 for collection and other Patient Financial Services-related agencies
 with assistance from Patient Financial Services.

Corporate Legal Review contracts and ensure compliance with appropriate policies.

Vice President of Finance/CFO and
 Treasurer (JHH);
 Vice President of Finance/CFO
 (JHBMC);
 Vice President of Finance/CFO
 (JHCP/JHHCG) Review contracts; sign in accordance with appropriate Signature
 Authority policy.

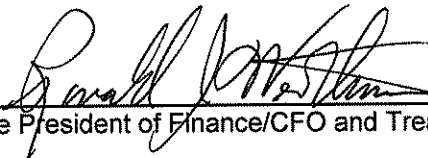
SPONSOR

Senior Director, Patient Finance (JHH, JHBMC, HCGH)
 Senior Director of Finance (JHCP)
 CFO (JHHCG)

REVIEW CYCLE


Three (3) years

APPROVAL


 Vice President of Finance/CFO and Treasurer, JHHS

5-15-09

 Date

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PROCEDURES

1. Director of Patient Financial Services; Director of Business Office (JHCP), CFO (JHHCG)
 - a. Initiate purchase requisitions and RFP process.
 - b. Provide input for detail RFP specifications.
 - c. Assist with the evaluation and selection of agencies.

2. Corporate Purchasing
 - a. Complete and ensure integrity in the procurement process by preparing, finalizing, and issuing the RFP.
 - b. Receive, open and record agency bid/proposals.
 - c. Evaluate proposals and select agencies in conjunction with assistance from Patient Accounting.

3. Corporate Legal
 - a. Review contracts and ensure compliance with policies.

4. Vice President of Finance/ CFO and Treasurer, JHHS; Vice President of Finance/ CFO (JHBMC); Vice President of Finance/CFO (JHCP)
 - a. Review contracts; sign in accordance with appropriate Signature Authority policy.