



Performance Driven. Patient Oriented.

**Subject:** Eligibility - Expectations  
**Policy:** Operations ~ Eligibility  
**Applies To:** All HCFS Employees  
**Effective Date:** December 1, 2016  
**Revised Date:**

### **EXPLANATION:**

It is the expectation of this organization that all accounts referred to HCFS will be worked proactively and aggressively. As it relates to the Patient Account Representative (PAR), there is certain hierarchy of work that is to be adhered to unless directed otherwise by the Operations Management Team.

### **EXPECTATIONS:**

- Daily assignment/responsibilities should be approached in the following order (unless otherwise directed by the Manager, Director or their designee).
  1. In-house Inpatients – Self-pay patients who have been admitted to the hospital and are expected to remain for longer than 24 hours. **Inpatients should be seen no later than two (2) hours following the PAR arrivals** (any deviations from this are to be communicated to the facility's HCFS management team)
  2. In-house Outpatients (if protocol states) – Self-pay patients who are currently in the Emergency Department (ED) or Observation (OBS)
  3. Current Day/Previous Day Outpatients – Patients who are designated as outpatients or observations and have been discharged and are deemed self-pay
  4. Work High Dollar accounts in the *Suspense Report*
  5. E2/Relay Health
  6. Closed Eligible accounts located on the eTRUST dashboard
  7. The *Suspense Report* (divvyed up by the dictates of the facility's management team)
  8. The processing of returned mail.
  9. Checking emails periodically (three times a day at minimum)
  10. Work *Flagged Accounts*

**This Is The End Of This Section.**