**POLICY/PROTOCOL NOTING COLLECTIONS ON SUPERBILLS**

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FROM: Jerry Orloff, CEO

TO: Reception, Front Desk, Check In, & Check Out

Date: July 10, 2012

Whenever payments are collected, whether at the time of check in or check out, they are to be noted on the patient’s Superbill, along with the following specific information:

1. Amount of payment;
2. Method of payment (cash, check, money order, VISA, MC, AMEX, Discover, Care Credit)

No Superbill and chart are to be placed up for technician workup until payment arrangements are made, received, and noted on the Superbill. The front desk staff member collecting the payment is to clearly sign his or her name and note the date on both the Superbill and the Patient Payment sheets.

All monies, checks, and credit card payments accepted are to be attached to a copy of the Superbill and placed in the cash drawer of the staff member accepting the payment. They are NOT to be placed in with the out guides as this may lead to lost payments.