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## Overdue Balance & Payment Agreement Process

Dear Clients,

The Columbia County Mental Health Center strives to provide quality behavioral healthcare to all of our clients. As your provider, we commit to serving you in the best possible way. As a client, we expect that you participate in all aspects of your care. Throughout your care, there might be times when you accrue a balance. The following is an explanation of the process that the Columbia County Mental Health Center will use to work with you on such financial matters.

Upon admission to our services, every client is asked to complete a financial agreement. The agreement outlines your financial obligations as a client. If you fail to make payment on your account on two separate occasions or within a 30 day period the following actions will occur:

- 2 attempts will be made by a member of our Billing Team to contact you about the missed payment(s).
- If the Billing Team is unable to contact you after 2 attempts, a hold will be put on your ability to schedule any further appointments.
- If the Billing Team is able to contact you, they will work with you to create a Payment Agreement. By completing a Payment Agreement you are agreeing to pay an agreed upon amount on a regular schedule towards any overdue balance, as well as any payments due at the time of your appointment.
- If you decline the Payment Agreement, we cannot reach you, or you do not honor the Payment Agreement that you created, a hold will be placed on your ability to schedule any further appointments. The Billing Team will notify your therapist who will contact you to discuss your objections or lack of compliance with the Payment Agreement.
- Failure to agree to a Payment Agreement or not complying with the terms of the Payment Agreement can result in your case being closed.

Thank you for your participation. Please sign below to acknowledge this agreement:

Client name: \_\_\_\_\_ Date: \_\_\_\_\_

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