

## Erlanger Health System Policy and Procedure

Index Title: **Employee Payment Arrangements,  
including Payroll Deduction**

Number: 8229.045

Originating Department: Patient Access

---

### **SCOPE: Patient Access – Admissions & Registration Patient Financial Services- Customer Service.**

**POLICY:** To collect funds due to Erlanger Health System in a timely, professional manner for services rendered to employees and their dependents.

### **PROCEDURE:**

1. At the initial point of contact with the employee/dependent it is the responsibility of the Patient Access staff to identify the payment amount due at the time of service.
2. The employee will be notified once the amount has been determined, based on insurance requirements of co-pays and deductibles, and non-covered services, via statement to their home residence. Employees may call the Billing Inquiry line at (423) 778-5150 at any time to discuss their liability.
3. Payment in full is expected prior to or at the time of service. The Patient Access staff should remind the employee of this expectation and ask whether payment will be made by cash, check, or credit card.
4. If the employee is unable to pay the full amount, payment arrangements may be made through payroll deduction. Every effort should be made to collect the amount due in full but partial payment will be accepted and arrangements made.
5. To sign up an employee for payroll deduction payments the following process should be used:
  - The employee should contact the billing/inquiry line at (423) 778-5150 and express their interest in Payroll deduction at the time they receive a balance due statement.
  - The customer service representative will discuss the payment guidelines below with the employee:
  - **\*\*Schedule for deduction based on balance due:**
    - \$1.00 - \$500 maximum of 6 months**
    - \$501.00 - \$1000 maximum of 12 months**
    - \$1001.00 - \$1500 maximum of 18 months**
    - \$1501.00 - to be determined by collection manager or designee**

**Requested payments outside of guidelines must be approved by collection manager or designee. The minimum deduction can be no less than \$25.00 per pay period.**

- A Payroll Deduction Form will be mailed to the employees home address and must be filled out completely with the following information:
  - The patient's name
  - The employee's name, if different than the patient
  - The employee's social security number or the Erlanger employee ID number
  - The estimated amount due
  - The amount to be deducted from each pay period
  - The total number of months over which payments are to be made\*\*
  - The employee should date and sign the form.
  - The employee will return the completed payroll deduction form to Patient Financial Services attention "payroll deduction".