



Scope

This policy applies to all University of Western States (UWS) health center employees who are responsible for entering payments into the billing software including but not limited to clinicians and office management staff.

Purpose

This policy provides guidance regarding consistent and compliant billing practices used by UWS health center employees. It is based on applicable state laws, statutes, and regulations. Efficient and accurate payment posting reduces errors and ensures patients' financial responsibilities are handled in a confidential, timely and appropriate manner.

Definitions

- **Payment Posting:** The act of applying payments or zero-pays to a patient's account ledger in order to reflect balance due or a properly paid date of service.

Policy

UWS health center employees post self-pay payments at the time of receipt and from third-party payers weekly. Checks are posted as they are received and within a maximum of five business days. Payments posted are carefully reviewed to determine if the bill has been paid in full, requires a contracted write-off, or has a left-over balance to be applied to patient responsibility. Any errors are immediately tagged for follow up and appeal if necessary.

Related Policies: [Policy 1416 Daily Charge Entry](#)