NYU Langone Health	*Policy #:*	TBD
	Effective Date:	11/13/2026
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Revenue Cycle Operations: Billing and Collection Practices for Patient Accounts	*Supersedes:*	N/A

PURPOSE

This policy establishes guidelines for billing and collection practices related to patient accounts receivable and is intended to ensure compliance with applicable requirements, including state and federal laws and regulations.

This policy applies to:

NYU Langone Health – Florida, inc. D/B/A NYU Langone Ambulatory Surgery Center

POLICY

It is the policy of NYU Langone Ambulatory Surgery Center (herein referred to as "NYULH" or "ASC") to comply with all applicable state and federal regulatory requirements related to the provision of medically necessary care, regardless of a patient's ability to pay, and to support responsible revenue cycle management in a manner consistent with high-quality, patient-centered care.

Definitions

Medically Necessary: For purposes of this policy, medically necessary services shall be determined in accordance with Medicare guidelines.:

Elective Services: Non-emergent, scheduled services that are not medically necessary on an immediate basis and can be postponed without materially worsening the patient's condition or creating an immediate risk to the patient's health.

Self-Pay Patient: Includes, but is not limited to, a patient who:
- Is uninsured; or
- Elects not to use insurance coverage; or
- Has insurance but chooses to receive services that are not covered by their plan; or
- Has insurance with which NYULH does not participate

International Patient: A self-pay patient who does not permanently reside in the United States.

Policy Exclusions

- This policy does **not** apply to billing and collection for: Professional services provided by physicians affiliated with, or employed by, NYULH.
- Services provided by independent contractors or referred services which may include:

  - Ambulance services
  - Diagnostic and pathology testing performed by outside labs
  - Durable Medical Equipment providers
- International Patients
- Self-Pay Patients whose income exceeds the thresholds set forth in the Charity Care and Financial Assistance Policy and who are seeking elective services ("shoppers"); refer to the NYU Langone Hospitals Self-Pay Patient Discount Policy
- Self-Pay Patients with insurance who seek elective out-of-network services at NYULH for which insurance will not pay, regardless of whether the physician participates in the plan Self-Pay Patients with insurance accepted by NYULH who seek non-medically necessary or non-covered services (e.g. cosmetic procedures, etc.)

Procedures

Notice of Financial Assistance

- NYULH will inform patients of the Charity Care and Financial Assistance Policy through the following methods:
  - Information provided by Patient Access; and
  - After Visit and Discharge Documentation; and
  - Information on the public website (NYULangone.org); and
  - Responses to direct inquiries (i.e. Customer Service calls, etc.); and
  - Hospital bills and statements;

Language Access

- Patients will be provided with the Financial Assistance Application in all languages required . Translation and interpreter services will be made available for patients needing such assistance

Self-Pay Patients

- Self-pay patients who do not qualify for Financial Assistance are required to pay the full estimated amount before services are provided.

Staff Training

- NYULH will train staff in registration, admissions, financial clearance, financial counseling, billing, collections and customer service on the appropriate procedure for administering the Financial Assistance program.

Use of Screening Tools

- NYULH may use software or third-party vendors to try to determine whether a patient may qualify for Financial Assistance.

Pending Financial Assistance Applications

- Patients who have submitted a Financial Assistance application are not required to make payment for services until they have been notified of the Hospital's determination.

Collection Activity and Notice

- The Hospital may refer an account to a collection agency or initiate legal action with respect to accounts that have an unpaid balance and for which the patient has not submitted a Financial Assistance application. Before taking such action, NYULH will provide written notice to the patient at least thirty (30) days before referral to collections and no earlier than one hundred eighty (180) days after the first bill or statement has been sent to the patient, subject to applicable law and policy requirements.

Limitations on Collection Actions

- The ASC will not:
    - Seek payment from a patient while a financial assistance or insurance application is pending; or
    - Sell a patient's debt to another party; or
    - Send an account to collection while an application for insurance or financial assistance (which is completed with all required documentation) is pending; or
    - File a lien against a patient's primary residence or institute a foreclosure action; or
    - Absent extraordinary circumstances, freeze a patient's bank account; or
    - Garnish a patient's payroll wages; or
    - Commence legal action unless a reasonable effort has been made to determine a patient's federal poverty level; or

Collection Agency Requirements

All collection agents engaged by the ASC must:

- Comply with this policy
- Obtain NYULH written consent before instituting legal action for collection
- Provide patients, where appropriate, with information on how to apply for Financial Assistance or health insurance
- Provide monthly reports of their collection efforts
- Attest annually to their compliance with this policy

References

- Financial Assistance Policy