

Policy:

It is NSM's practice to bill delivered claims within two (2) business days of the delivery date being posted into Rehab Assistant.

Why do we have this Policy?

Timely billing and collections are vital to the overall financial health of NSM. Timely billing and collection activities will impact NSM by:

1. Decreasing the amount of money NSM must borrow to run the business, therefore decreasing NSM's interest expense
2. Increasing the amount of capital available to operate the company
3. Increasing branch earnings due to a decreased reserve required for bad debt allowance

Procedures:

Once the work order is delivered it is time to bill for the equipment. Since we performed both a pre-purchase and a pre-delivery check, all documents should be in place and ready to submit when the equipment is delivered.

Once a delivery date is posted in Rehab Assistant a billing packet is automatically created in the billing department the next morning. This billing packet will include all of the documents that have been scanned into Rehab Assistant and a print out of the face sheet for the work order. The billing process begins the day after a delivery date is posted in Rehab Assistant, so it is critical that all required documents are scanned into Rehab Assistant prior to delivery.

Additional items:

- Special billing instructions
 - o These should be entered into Rehab Assistant into the payer notes field so that they will appear on the face sheet
- Paid in Full orders
 - o Place a note in the payer note field indicating the order has been paid in full prior to delivery
 - o If a check was collected as payment in full, a copy of the check should be scanned into the work order.
 - o If cash was collected as payment in full, then an additional note should be placed in the payer notes field indicating that cash was collected and forwarded in your weekly packet.
- Account Receivable balances less than \$0
 - o Place a note in the payer note field containing instructions on what actions are needed if any to bring the receivable balance to \$0