

SAMPLE WARNING LETTER TO PATIENTS WITH DELINQUENT ACCOUNTS

Dear Patient _____,

We are disappointed to be sending you this letter. You have not cooperated with the efforts of our billing staff to abide by our clinic's financial policies. We are preparing to send your account to our collection agency. If your account is sent to collection or if you declare bankruptcy, here is what to expect:

At future appointments, you will be expected to pay your portion of charges in full. We will refund to you any money later paid by insurance in excess of what you owe us or forward the money to pay any collection agency balance. If you are on Medicaid and you do not bring us a current copy of your card at the time of service, you will be expected to pay for the service in full. This payment status is in effect for one year from the date of this letter or until collection balances are paid, whichever is longer.

If we must send your account to our collection agency again, you will be dismissed from our practice. We will no longer provide your medical care.

This policy applies to you and all members of your immediate family.

If you have questions or information that may help us manage your account, please call our billing department as soon as possible.

Sincerely,

[BILLING DEPARTMENT]



FPM Toolbox To find more practice resources, visit <https://www.aafp.org/fpm/toolbox>.

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