

## Optometry Coding & Billing Alert

### **READER QUESTIONS: Move Patient Payment Discussions Away From Front Window**

**Question:** A patient with a \$60 past-due balance reports to the office for his annual checkup. He says he does not have the \$60 and does not know when he will pay. Our front-desk people are not really equipped to handle patients who don't want to pay. What should we do in these cases?

Michigan Subscriber

**Answer:** You should let someone from the billing department handle those situations because they tend to have better collections training than the people who work the front window.

When a patient cannot (or does not want to) pay, have the person up front contact a representative from the billing department. The rep should then escort the patient to a private area to discuss how he will settle his account.