



Billing and Collections Policy

SOP #:		Effective Date:	07/27/2026
Business Unit:	Operations	Last Review Date:	07/24/2026
Approval Group:	ELT	Document Owner(s):	Director, RCM

POLICY STATEMENT: It is the policy of Vori Health to collect expected payment of appropriate balances from all patients. During this billing and collection process, Vori Health is committed to fair billing practices and will issue patient statements monthly for a minimum of 120 days. Vori Health is prepared to support patients in resolving their outstanding balances, including options available through our self-pay and prompt pay discount policy.

PURPOSE: This policy describes Vori Health patient billing and collection process and actions which may be taken in the event of nonpayment. Vori Health will treat all patients and responsible guarantors (hereafter referred to as “patient(s)”) equally with dignity and respect. Vori Health will ensure appropriate billing and collection procedures are uniformly followed, and reasonable efforts are made to determine whether the patient is eligible for coverage or qualifies Vori Health's Prompt Pay Discount Policy.

PROCEDURE

Patient Billing:

- I. It is the goal of Vori Health to bill insurance claims and/or third-party payers as appropriate and on a timely basis. Appropriate account activity will be performed, including employed staff and/or contractors, to ensure full exhaustion of efforts have been performed to collect on expected payment and fully resolve account balance. Information is dependent on accurate information and timeliness of payer systems. Vori Health will provide notifications for any outstanding balances and will help patients resolve them by either setting them up on a reasonable payment plan or any other financial assistance options. The billing process will be assisted by the following guidelines:
 - A. For all insured patients, Vori Health will bill third-party payers, including governmental and other verified coverage as appropriate (as provided by or verified by the patient), with the following exceptions:
 - i. If a claim is denied (or is not processed) by a payer due to a Vori Health error, Vori Health will not bill the patient for any amount more than that for which the patient would have been liable had the payer paid the claim.
 - ii. If a claim is denied (or is not processed) by a payer due to factors outside of Vori Health's control, Vori Health will follow up with the payer and patient as appropriate to facilitate the resolution of the claim. If resolution of the claim does not occur after reasonable follow-up efforts, Vori Health may bill the patient.
 - B. All patients can contact Vori Health regarding payment plans or financial discount options for their accounts at any time in the billing process.

II. Patient Collections:

- A. At least three separate statements for collection of accounts are delivered via email to the email address on file of each patient. After three statements with no payment, an installment plan will be offered to the patient.
 - i. It is the patient/guarantor's obligation to provide a correct email address at the time of service or if there is a new email address. If an account does not have a valid email address, it will be flagged and processed accordingly by Vori Health.

- ii. Initial statements will include but not limited to: An accurate summary of the services covered by the statement.
 - B. If a patient disputes their account and/or requests documentation regarding the bill, Vori Health will provide the requested documentation in writing within 14 business days.
 - C. Patient care concerns will be handled via the Patient Grievance Process for resolutions and responses to the patient. Account(s) will be held as appropriate.
 - D. Using billing statements, letters, systematic communication, and phone calls, Vori Health will take diligent follow-up actions to contact patients to resolve outstanding accounts. If accounts are not resolved at the conclusion of the billing statement process, qualifying outstanding balances may be referred to a third-party collection agency. For any inquiries, please contact Vori Health Billing Support at 866-628-8674 or billing@vorihealth.com.
- III. During the billing and collection process, Vori Health's Billing Department will provide quality customer service by implementing the following guidelines:
 - A. Vori Health will maintain a streamlined process for patient questions and/or disputes which includes:
 - i. A toll-free phone number patients may call
 - ii. An email address patients may write to if requested
 - iii. A business office address to which they may write
 - iv. EHR Portal messaging capability
 - v. This information will remain listed on all patient bills and collection statements sent by Vori Health.
 - B. During any patient call, Vori Health will answer questions, review the account, and provide detailed information to the patient. Vori Health may route inquiries to another internal department for review, when appropriate.
 - C. Vori Health will enforce a zero-tolerance standard for abusive, harassing, offensive, deceptive, or misleading language or conduct by its employees.
- IV. Disputes, Grievances, and Resolution
 - A. After receiving a dispute communication from a patient, Vori Health will review the complaint and respond in writing as promptly as possible but within 14 business days per the complaint grievance process.
 - B. Vori Health and its agents will maintain a log of patient complaints and grievances (oral or written).

- C. Vori Health will enforce a zero-tolerance standard for abusive, harassing, offensive, deceptive, or misleading language or conduct by its employees.
- V. Future Appointment Scheduling
 - A. Patients with an outstanding balance may not be eligible to schedule future appointments until their account balance is paid in full.
 - B. Patients with an outstanding balance of \$500 or more, three months after their last visit, will have a hold placed on their scheduling ability.
 - C. Patients will need to contact the billing office promptly at 866-628-8674 or billing@vorihealth.com to resolve their outstanding balance and/or discuss available payment arrangements. Upon satisfactory resolution, the scheduling hold will be removed.
- VI. Policy Availability:
 - A. Electronic copies of the Vori Health Billing and Collection Policy can be found on our website: <https://vorihealth.com>
 - B. You can also contact Customer Service to request copies of policies to be emailed to you.

EXCEPTIONS

- 1. N/A

RELATED DOCUMENTS

Related Policy Document(s)	Self-Pay and Prompt Pay Discount Patient Grievance Policy
Related Forms	
Reference(s)	
Last Revision	
Revision Information / Changes	
New Review Date	

APPROVALS

Reviewer Approval	Chentelle Lane, COO & Aayush Jhalani, CFO
Reviewer Approval Date	7/16/26
Final Approver	Executive Leadership Team
Final Approval Date	7/24/26

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