LARSEN
BILLING SERVICE

Client Billing Program Information

This program is designed with you, the midwife, in mind. We know how challenging it can be to manage the business side of your practice while trying to maintain the patient care portion of your practice. Through the Client Billing Program, we will be able to collect payments directly from your clients and manage the cash flow portion of your practice, which will allow you to focus on what you love most—catching babies and caring for families!

How this service works:

- At the initial visit/interview with your client, you and your client will fill out two forms: The *Client Registration Form* and the *Payment Plan* itself. Upon completion, you will fax or e-mail these forms to your assigned LBS biller, who will forward these documents to the Client Billing Department for processing.
- The Client Billing Department will then input the client information into our software and collect all subsequent payments from your client directly.
- We will make initial contact with your client to review the terms of their payment plan via e-mail and/or telephone. Please ensure that the client provides a valid e-mail and telephone number where they can be reached.
- LBS will send statements to your clients on the 10th of each month and monthly payments will be due back to us by the last business day of the month.
- There are four ways your clients can make these payments:
    - ✓ At our secure website link at www.larsenbilling.com
    - ✓ Automatic checking account withdrawals through Larsen Billing
    - ✓ Mail a check to Larsen Billing Service at PO Box 6582, N. Logan UT 84341
    - ✓ Pay the midwife directly (if utilizing this option please report detailed payment information to LBS)
- Monthly status reporting on each client will be e-mailed to you with information on the previous month's payments that have been received. If a client fails to pay the full amount as promised, LBS will notify you, the midwife, in the monthly status report. It will be at your discretion to decide whether or not to attend the birth. You will also be responsible for notifying the client if you decide not to attend the client's birth.

Actions LBS will take on delinquent accounts:

- Monthly payments made on time = no action, all is well and the contract is being met.

- Payment missed 1st month = phone call placed to client to gather information on the account and figure out why the payment is missing.

- Payment missed for 2nd consecutive month = $25.00 late fee added to account, letter sent to client reminding them they are late on their payment and a phone call will be made to the client to give them their payment options and remind them of their contract terms.

- Payment missed for 3rd consecutive month = additional $25.00 late fee added to the account, second letter mailed mentioning possibility of turning over to collections, and additional phone call made to client.

- If no response after the end of the 3rd consecutive month, in the 4th consecutive month the option will be given to the midwife to send the client to formal collections. Or, if no action is requested by the midwife, LBS will write off and close the account and assess a $25.00 account management fee.

    - ✓ Collections (formal collections through Green Flag/Transworld Systems): midwife will be assessed $25.00 on her LBS monthly invoice and this fee can also be tacked onto the balance on the client account that is in default.

        - During Level 1 phase of collections the midwife will be obliged to report to LBS any payments they may receive directly from said client who is in formal collections.

    - ✓ Collections Level 2 (formal collections through Green Flag): after collections level one, should no payments be made in level 1 collections, the account will be transferred to level 2.

        - During Level 2 collections the midwife will refer said client to Green Flag directly. **The midwife and/or LBS CANNOT take any payments from the client during this phase of collections. Green Flag, who will be the only authorized agency permitted to take a payment from the client, will also retain a substantial percentage of the actual debt total that is recovered.**

- If, before and/or after formal collections, the result is no payments from the client, LBS will recommend that the midwife send a letter by certified mail. Upon request, LBS will provide the midwife with a letter that she can print, sign and then send by certified mail to the client. Sending certified mail may stand up in small claims court as notification of the debt should the midwife choose to pursue legal action on her own against the client in default of the payment plan.

Steps for activating this service:

- Contact the LBS Client Billing Department to obtain necessary forms. You can do this either by email (best option): clientbilling@larsenbilling.com, or by phone: 888-458-8015
- Fax four completed forms (provided by LBS) to Client Billing Department at 888-458-8015 or e-mail to clientbilling@larsenbilling.com
  - ✓ *Addendum to Contract*
  - ✓ *Provider Information Form* with your preferences
  - ✓ *General Account Reconciliation Preferences*
  - ✓ *Bank Account Information Form* (for direct deposit purposes)
- Pay the one-time set up fee of $39.00 for existing LBS providers or $99.00 for new to LBS providers (more details below as well as on the *Bank Acct Info Form*)

Fees:

- A one-time set-up fee of $39.00 for current LBS providers or $99.00 for new to LBS providers will enroll you in this program. This fee covers all customized agreements and forms that will be utilized in this program.
- Larsen Billing Service will also withhold an account management fee of 6% on any money collected from your clients. This percentage will be either taken directly off the top of any money received directly by LBS prior to your receiving the direct deposit from us, or we will invoice our 6% fee on your monthly billing statement for any account where money is received by you directly for accounts that LBS is managing.

Note: In order to help absorb the 6% cost of this service, you can inform your clients that there is a non-refundable portion of their deposit that will be used toward your billing service fee.

This program can be put into place anytime, for any client. We also are in a position to assume the billing of any past-due accounts you may have. Please refer to the Delinquent Account Information document for details regarding past-due or balance billing accounts. If you have questions or would like to discuss this program with us at Larsen Billing Service, please contact Suzanne Gainey, Client Billing Services Program Director, at clientbilling@larsenbilling.com, or by phone at 888-458-8015.