

**REHABILITATION INSTITUTE OF CHICAGO  
d/b/a SHIRLEY RYAN ABILITYLAB  
ADMINISTRATIVE POLICY**

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**ADMINISTRATIVE POLICY**

<b>SUBJECT: FISCAL SERVICES</b>	<b>NUMBER: 310.007.3</b>
<b>TITLE: FAIR PATIENT BILLING</b>	<b>DATE: 09/01/2018</b>
	<b>PAGE: 2 of 3</b>

B **Bilin**. All billing directed to the Patient Billing department at 312-238-6039. SRALab will respond to all requests within 5 business days and will provide a copy of the corresponding receipt.

**III. COLLECTIONS**

A **Patients**. In order to ensure that patients receive the best possible care, SRALab by providers must submit accurate and complete information regarding patient eligibility. SRALab will accept a Financial Responsibility Affidavit (FRA) if documented (2015) in 9(g)10.

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f. The patient has been notified in writing at least thirty (30) days before the activity is initiated.

- i. Explain the patient's financial situation.
- ii. Identify the patient's financial obligations.
- iii. State a deadline for payment.

SRALab will also make a reasonable attempt to contact the patient about the availability of financial assistance.

2. Upon receipt of a Financial Statement from the patient, SRALab will:

- a. If the patient is unable to pay the amount due:
  - i. Provide the patient with a 100% discount on the amount due.
  - ii. Refund the amount due to the patient.
  - iii. Take all reasonable actions to collect the amount due.
- b. If SRALab receives an application for financial assistance, SRALab will:
  - i. Review the application and determine if the patient is eligible for financial assistance.
  - ii. If the patient is eligible, SRALab will provide the patient with a 100% discount on the amount due.
  - iii. If the patient is not eligible, SRALab will provide the patient with a written explanation of the reasons for the denial.

3. SRALab will ensure that all collection activities are approved by the Executive Director of Revenue Administration or his/her designee.

**D. Collection Activities**

The Executive Director of Revenue Administration is authorized to pursue collection activities on behalf of the Rehabilitation Institute of Chicago. All collection activities must be approved by the Executive Director of Revenue Administration or his/her designee before collection activities are initiated.

Previous Effective Date: 09/01/2017

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 Senior Vice President  
 Chief Financial Officer