

"WE EXPECT YOU TO DISCOUNT THIS"

How do you handle it when you get a phone call from an attorney asking you to discount the patient's balance? First, why in the world do you get involved in the litigation at all? I recommend that if a patient comes in and says "I was in an auto accident and we're suing", that you have a policy that says "you will need to pay at the time of service and we'll give you all of the receipts you'll be able to show the courts. We accept Mastercard, Visa, Discover, checks and cash".



"But, we have a letter of protection from the attorney and that promises that we'll be paid when the case settles". That is barely worth the paper it is printed on. Too often, plaintiffs will change attorneys before it is ever settled, so the LOP means nothing.

If you get a call from an attorney asking you to take a discount, ask them what discount they will give the patient as a result of your discount. If they say none - hang up. If they give you a figure, ask for it in writing and then send it to the patient. Remember that it is NOT against the law for the attorney to lie to persuade you to do as they request. Keep in mind that "laws" are passed by a legislative body (Congress or city council) and signed into effect by the President, governor, mayor, etc). There is no law that says one person cannot lie to another (unless you're talking to a federal agent, in which case it is against the law as laws exist for that purpose) Insurance carrier personnel and insurance carrier attorneys lie quite often and it is legal for them to lie to you (which is why you should always get everything in writing from them) - but still - don't discount your fee.