CALDWELL COUNTY HEALTH DEPARTMENT

Health Director
Anna Cook, MPH

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Mission: To Promote, Protect, and Improve the Health of Our Community

Memo

To: Donald Duncan, Caldwell County Manager, BOC
From: Anna Cook, Health Director
cc: Jimmy Harrison, Asst. County Manager; Tony Helton, CFO
Date: 12/30/24
Re: Small/ Bad Debt Write Off

Per our Small/Bad Debt write off policy, each year we look for accounts with a balance of no activity from the last three years. These accounts are either under $50 and/or cannot be place in the NC Debt Setoff (DSO) program. For FY 24-25, we are asking to write off $27,308.05. The amount breakdowns as follows:

$0-$49.99- $12,312.26
$50-9999.99- $14,995.79
$27,308.05

According to the guidelines in DSO, no account under $50 can be put into the program, and any account over $50 must have a social security number.
We expect the amount to rise in the next few years, because our policy states the accounts cannot have any activity in the last three years. With COVID, many patient accounts had activity (vaccine or testing) therefore, we could not put those on the bad debt write off this year. With the new EMR, we are working diligently on collecting payments at time of service, where possible. The new EMR will make this a little easier. There will be multiple ways to make payments including the new online portal that will make it possible for the patient to pay any co-pay on their phone during online check in.

The above was passed by the Board of Health on December 5, 2024. Please let me know if you have any questions.

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