

DONALSONVILLE HOSPITAL, INC

Policies and Procedures

POLICY AND PROCEDURE NO: 105	ORIGINAL DATE: July 1, 2013
TITLE: Financial Assistance Policy	EFFECTIVE DATE: July 1, 2013
DEPARTMENT: Business Office	APPROVED BY: James Moody, CFO

PURPOSE:

To insure that every patient seeking medical services at Donalsonville Hospital, Inc. has the opportunity to apply for financial assistance. (OB, Emergency Room & Admissions) To insure that all patients, regardless of race, creed or ability to pay are treated in a fair, consistent and respectful manner. All patients will have the opportunity to complete a financial assistance application to receive full or partial financial assistance.

POLICY:

Patients that present to Donalsonville Hospital, Inc. without 3rd party coverage or with limited coverage, will be given a financial assistance application. The financial counselor will assist in completing the application to insure that all necessary documents are present. Patients seen in the Emergency room and after business hours will be called subsequent to their visit and interviewed for possible assistance. (No financial discussions will occur until all services are rendered. Individuals' financial situation will

DHI has signs in all admissions areas informing patients of the financial assistance program. DHI has the policy posted on the hospital website for public viewing.

Paper copies of the policy and application are available in the Financial Assistance office in the 1st floor business office # 418/Beverly Weaver.

The Financial services clerk interviews patients without 3rd party coverage to see if they meet criteria for Indigent/Charity, Medicaid or any other financial assistance. Patients qualifying for the State of Georgia Medicaid coverage are referred to our local Department of Family and Children's Services office on 108 W. 4th Street, Donalsonville, GA, for further assistance. All others complete our financial assistance application for in-house discounting. The individual's income and assets are examined. See attached Financial Assistance forms. To verify income, 2 recent pay stubs and most recent tax returns are requested.

Those with incomes that are at 150% of the FPG or less, are classified as Indigent patients and are given a 100% discount from Total Charges. Those individuals whose incomes fall between 125% of the FPG and 200% are classified as Charity patients. Those patients are also given a 100% discount from Total Charges. Patients with incomes above 200% of the FPG are offered a 50% discount from Total Charges, if their account is paid in full within one year of the date of service. All financial classes are charged and billed the same throughout the hospital system. All discounting is given based on Total Charges incurred.

Patients that receive the discounting and have unpaid balances are treated the same as any other patient with 3rd party coverage that has account balances. Those patients receive a monthly statement, after 3 monthly statements are sent with no activity, then 2 collection letters are sent from the hospital system. The patient is given 150 days without activity before the account is considered for further action for collecting. Phone calls are made and collection letters are sent internally before outside collection agencies are considered. If an account does not have payment activity at this point, the account is sent to an outside collection agency or worked internally through garnishments or suits.

Revised/ Reviewed	2/2014	2/2015	2/2016					
Date/ Initial	2/21/14, JM	2/20/15, JM	2/23/16, JM					