

## VAN WERT COUNTY HOSPITAL

**Policy/Procedure:** Policy/Procedure

**No.:** PAD-08

**Issue Date:** 01/2016

**By:** Patient Financial Services Director

**No. of Pages:** 2

**Reviewed:** 01/2016

**Revised:** 01/2016

**Distribution List:** Patient Financial Services

**Concurrence:**

**JCAHO Standard:**

**Subject:** FINANCIAL ASSISTANCE POLICY (FAP)

### Policy

It is the policy of Van Wert County Hospital to provide emergency and medically necessary healthcare to all members of the communities it serves without discrimination regardless of race, creed, sex, national origin, or ability to pay. Information regarding our Financial Assistance Policy along with the Plain Language Summary and application will be posted in the registration departments, patient accounting department, cashiering and waiting rooms within the hospital. The information will also be available by accessing Van Wert County Hospital's website at [www.vanwerthospital.org](http://www.vanwerthospital.org). In addition, the financial assistance application is provided on the back of all billing statements from Van Wert County Hospital.

Van Wert County Hospital offers the HCAP program which is a government funded program provided to patients who are Ohio residents and are underinsured, uninsured or the financial obligation exceeds their financial capability that are at or below the Federal Poverty Guidelines. Van Wert County Hospital also offers the HOPE program to eligible individuals who are Ohio residents and are at or below 200% of the Federal Poverty Guidelines.

Van Wert County Hospital will utilize the Look Back Method to determine the amount generally billed. Patients that are eligible for financial assistance and do not receive a discount of 100% will not be billed for more than the amount generally billed.

### Procedure

#### **Method for applying for financial assistance**

1. Patient must complete a financial application. A completed application will consist of the following information: name, phone number, social security number (for verifying Medicaid eligibility), address, insurance information (if applicable), household members, family income for 3 months prior to date of service and must be signed.
  - a. A household member is defined as follows: "family shall include the parent(s), their spouse and their children, natural or adoptive, under the age of eighteen who live in the home.
  - b. Family Income is defined as all income received prior to taxes including but not limited to: income from current and/or past employers, unemployment, social security benefits and child support.
2. Once application is received, it will be reviewed by Financial Counselor for completeness and determination of eligibility between HCAP and HOPE program. Reference Uncompensated Care/HCAP

Program (PAD-02) and HOPE Program (PAD-01) for specific policy and procedure related to each program.

3. If more information is required from the patient, Financial Counselor will notify patient by written communication outlining what is being requested. Financial Counselor will allow 30 days for patient to return information before moving the account to ineligible for financial assistance.
4. Once Financial Counselor makes a determination for eligibility the patient will be notified in writing of what they have qualified for and what is the balance owed, if applicable.
5. If the account is in collections the Financial Counselor will notify the collection agency of receipt of application and at the completion of application with the determination of eligibility.
6. If the account is an Emergency Room account, Financial Counselor will notify EmCare of eligibility.
7. The collection agency will refrain from any extraordinary collection activity once notified of financial assistance.

Patients may receive billing statements from outside facilities related to their care at Van Wert County Hospital. These include:

- EmCare provides Emergency Room Physician coverage to the hospital. Van Wert County Hospital's Financial Assistance Policy and programs also include Emcare billing statements.
- Fort Wayne Radiology provides Van Wert County Hospital with professional services for radiology services. Van Wert County Hospital's Financial Assistance Policy and programs do not include the billings from Fort Wayne Radiology.
- Clinical Colleagues provides anesthesia services to Van Wert County Hospital. Van Wert County Hospital's Financial Assistance Policy and Programs do not include billings from Clinical Colleagues.
- Physician Billing – Patients will receive billing statements from the physician that follow their care while in the hospital. Van Wert County Hospital's Financial Assistance Policy and Programs do not include billings from the providers.

#### **Non payment of account**

In the event of non payment of an account Van Wert County Hospital will follow the procedure outlined in the Collection and Bad Debt Policy (PAD-05).