

Granville Health System	Manual Patient Financial Services			
Subject Medical Financial Assistance Policy (Previously named Indigent Care Write-Off Policy)	Number PFS-517	Revised 8/16/2017 3/14/2018 1/21/2019	Effective Date April 1, 1996	Page of <u>1</u> <u>5</u>
Distribution: <ul style="list-style-type: none"> ▪ Patient Financial Services ▪ All Centralized and Decentralized Registration Points ▪ GHS Pre-certification Coordinator ▪ GHS Verification Representative ▪ GHS Financial Counselor ▪ Medicaid Eligibility Representative ▪ Outsource Billing Company Representatives ▪ Collection Agency Representatives 	Supersedes All Previous		Prepared By: Josette R. Anzalone	Approved by P&P Committee

PURPOSE:

Granville Health System recognizes that medical care is needed for patients who are unable to pay for services. This policy establishes the criteria for approval for indigent care write-off for scheduled or non-scheduled, urgent, or emergent care services rendered for uninsured or under insured patients at Granville Medical Center, Granville Primary Care in Oxford, and Granville Primary Care in Butner-Creedmoor. The administration of this policy will be referred to as Granville Health System Financial Assistance Program (FAP).

POLICY:

Granville Health System will offer medical financial assistance to all patients who qualify according to GHS guidelines. Account balances considered will include only self-pay balances after all third party, governmental and private funding grants have been exhausted. Qualifications for the GHS Financial Assistance Program will be based on the following criteria:

- Services rendered are medically necessary and are considered Urgent or Emergent. All elective services will be excluded from coverage under this policy.
- Family Gross Income as report on annual income tax return – Annual gross income will be based on amount up to 300% of the Federal Poverty Guidelines
 - If the patient is a minor, the income will be based on the patient’s guardian’s income taxes
- Assets –
 - Resource limit not to exceed \$3,000
 - Owned property will be limited to:
 - The home in which the guarantor resides as their main residence, which includes any land adjacent to the main residence.
 - Automobile(s) needed for transportation to work
- Medical Indigency – Outstanding self-pay non-routine (catastrophic) medical expenses will be taken into consideration. Medical expenses will be deemed catastrophic if they exceed the family’s total annual gross income.
 - Catastrophic expenses will warrant a 100% Medical Financial Assistance approval if all other

program guidelines are met.

All balances which do not qualify for the GHS Medical Financial Assistance Program will be subject to a scheduled payment plan and are the responsibility of the patient. GHS has a separate Self Pay Financial Policy that outlines actions that may be taken in the event of non-payment.

PROCEDURE:

It is the intent of GHS to identify patients needing financial assistance as early as possible. Identification sources of these patients include but are not limited to:

- GHS Pre-Certified Coordinator
- GHS Verification Representative
- Patient Registrars
- GHS Financial Counselor
- Medical Eligibility Representative
- Extended Patient Financial Services Representatives
- Collection Agency Representatives

Upon identification of a candidate for Medical Financial Assistance, the patient or guarantor will be referred to the Financial Counselor for completion of a financial evaluation and all Collection Efforts will be suspended during the process for determination of assistance eligibility.

The Application Period for Medical Financial Assistance begins at the time services are scheduled or ordered and ends **240 days** after the date of the first post-discharge patient billing statement. All accounts that fall into the Application Period will be included in the initial write-off. Once established, eligibility will remain in effect for one year (12 months). Re-verification will be completed for future services to ensure that the financial status has not changed as additional balances are identified. Additional documentation will be required from the patient if there have been any changes in the patient's financial information (for example, changing jobs or having a new baby).

All patients will be expected to comply and cooperate in all processes for third party payer programs and any other assistance that may be available (ex. Medicaid, Crime victim's compensation).

A Financial Assistance Checklist must be completed by the Financial Counselor or other appropriate staff for the account in question and submitted to the Patient Financial Services Director for approval prior to write-off. (See copy attached.)

The guarantor will be expected to complete and sign a Financial Analysis Worksheet and submit all supporting documentation as verification of the criteria outlined below:

- Gross income must not exceed the guidelines provided in the sliding scale (see below)
- The applicant cannot own property except for the house and lot that is their primary residence.
 - Rental property will be excluding from this only if that is the applicant's primary source of income
- Savings and checking balances combined will not exceed \$3,000.
 - Current bank statements for all accounts in the applicants' name will be required as proof
- Verification of employment income - submission of three recent pay stubs.

- Unemployment status – Written documentation from the previous employer stating that the applicant is no longer employed and date of last employment
- Statement of unemployment from the Employment Security Commission
- Most recent year’s tax return and supporting W2 documents
 - Schedule C of the tax return is required for patients with Self Employment Income
- Medical Indigency Documents – Outstanding self-pay non-routine (catastrophic) medical expenses.

A credit report may be reviewed for current credit extensions and identification verification. Recent credit extensions will be discussed with the guarantor for identification of possible payment resources.

Failure to provide required application and supporting documentation within 30 days of the written request or upon completion of the Application Period outlined above will result in denial of the application. Providing false information will disqualify the applicant from approval.

The following documents will be utilized in evaluating the GHS Medical Financial Assistance Program:

<ul style="list-style-type: none"> ▪ Cover letter including: <ul style="list-style-type: none"> ○ Confidential Financial Analysis Worksheet ○ Document Check List 	Attachment I A Attachment I B Attachment I C
<ul style="list-style-type: none"> ▪ Medical Financial Guidelines 	Attachment II
<ul style="list-style-type: none"> ▪ Letter requesting additional information 	Attachment III
<ul style="list-style-type: none"> ▪ Approval letter – 100% 	Attachment IV
<ul style="list-style-type: none"> ▪ Approval letter - <100% 	Attachment V
<ul style="list-style-type: none"> ▪ Non-Approval Letter 	Attachment VI

Documentation will be presented to the Patient Financial Services Director and when appropriate, the Chief Financial Officer. Determinations will generally be made on the status of the application within 30 business days. Once the determination is made, a letter will be sent to the patient outlining the level of assistance granted or the reason for denial.

Approval limits will be as follows:

- Patient Financial Services Director – All Accounts
- Chief Financial Officer - >\$50,000

Approved balances will be posted in a Meditech batch using the appropriate adjustment code:

- AINDOP - Outpatient
- AINDIP - Inpatient

The Adjustment Batch will be signed by the Patient Financial Services Director.

All criteria will be verified prior to submission for approval. All supporting documentation will be maintained for audit purposes.

A monthly total will be submitted to the CFO by the Patient Financial Services Director.

Extenuating circumstances will be reviewed by the Patient Financial Services Director and Chief

Financial Officer. Based on this review, Medical Financial Assistance Applications outside of the above stated guidelines may be approved.

Poverty Guidelines for Assistance Eligibility:

Granville Health Systems
Financial Assistance Guidelines
 Annual Salary Based on 2019 Federal Poverty Guidelines

Federal Poverty Guidelines for use in 2019

Family Size	FPL Guidelines 100%	FPL Guidelines 200%	FPL Guidelines 210%	FPL Guidelines 220%	FPL Guidelines 230%	FPL Guidelines 240%	FPL Guidelines 300%
1	\$12,490	\$24,980	\$26,229	\$27,478	\$28,727	\$29,976	\$37,470
2	\$16,910	\$33,820	\$35,511	\$37,202	\$38,893	\$40,584	\$50,730
3	\$21,330	\$42,660	\$44,793	\$46,926	\$49,059	\$51,192	\$63,990
4	\$25,750	\$51,500	\$54,075	\$56,650	\$59,225	\$61,800	\$77,250
5	\$30,170	\$60,340	\$63,357	\$66,374	\$69,391	\$72,408	\$90,510
6	\$34,590	\$69,180	\$72,639	\$76,098	\$79,557	\$83,016	\$103,770
7	\$39,010	\$78,020	\$81,921	\$85,822	\$89,723	\$93,624	\$117,030
8	\$43,430	\$86,860	\$91,203	\$95,546	\$99,889	\$104,232	\$130,290
For each additiional person add	\$4,420	\$8,840	\$9,282	\$9,724	\$10,166	\$10,608	\$13,260
Percentage of Discount	100%	100%	90%	80%	70%	60%	60%

Source: Federal Register

Amounts Generally Billed: **40.84% of total charges**

Amounts charged to a patient eligible for Medical Financial Assistance under this policy will be based on the applicable discount stated in the federal poverty table above. The total charges owed by the patient are multiplied by the defined discount percentage based on household income and size. These discounts have been established in a manner that is intended to ensure that, for purposes of Internal Revenue Code section 501(r), a patient eligible for Medical Financial Assistance under this policy is not charged more than the amount generally billed to individuals who have insurance covering such care (“AGB”). For Fiscal Year 2018, this percentage is 40.84% of total charges.

Granville Health System has elected to calculate AGB using the “look back method” described in applicable Treasury Regulations, based on claims approved by Medicare and private insurers during a 12-month measurement period. Further information about the AGB percentage currently in use and a description of how the AGB percentage was calculated may be obtained in writing and free of charge by sending a written request to Granville Health System, Patient Financial Services, 1018 College Street, Oxford, NC 27565; this information may also be downloaded at <http://ghshospital.org/>.

To obtain free copies of this policy, a plain language summary of this policy, the Financial Analysis Worksheet, and the associated instructions, please write to Patient Financial Services at 1018 College Street, Oxford, NC 27565. These policies can be found in the emergency room and admission areas of the main Facility or may be downloaded at <http://ghshospital.org>. Further information about the Medical

Financial Assistance Policy and assistance with the application process are available by phone at 919-690-3254 or in person during normal business hours at Granville Health System, Patient Financial Services, 1018 College Street, Oxford, NC 27565.