

Oregon Health & Science University OHSU Hospitals and Clinics

Financial Assistance Policy

Request for financial assistance may be made at any point before, during, or after the provision of care. OHSU offers an application process for determining initial interest in and qualification for financial assistance.

Our mission is to provide patient-centered care in an environment that is grounded in innovation and education.

A patient or responsible party choosing not to apply for financial assistance will not automatically be considered for assistance.

OHSU's decision to provide financial assistance in no way affects the responsible party's financial obligations to their physician or other healthcare provider.

Financial assistance is specific to each patient admission. Financial assistance related to outpatient services will require periodic screening for changes in eligibility. Financial assistance is granted for medically necessary procedures only. OHSU uses the OMAP priority list of medical services as a guideline for determination of covered services.

Financial assistance is secondary to all other financial resources available to the patient including insurance, government programs, third-party liability, and liquid assets. OHSU assists persons with financial need by waiving all or part of the charges for services provided by OHSU.

These are generally accepted guidelines. Adjustments may be made for extenuating circumstances.

OHSU

*OHSU is an equal opportunity,
affirmative action institution. 0206*

OHSU Financial Assistance General Operating Policy

Subject: Financial Assistance/Services

I. OBJECTIVE

To ensure that OHSU meets its community obligations to provide financial assistance in a fair, consistent and objective manner.

II. POLICY STATEMENT

- A. It is both the philosophy and practice of OHSU that medically necessary healthcare services should be available to all State of Oregon residents and persons under 18 years of age residing in Washington State counties adjacent to Oregon, regardless of their ability to pay.
- B. OHSU assists persons with financial need by waiving all or part of the charges for services provided by OHSU.

III. PROCEDURE

- A. Eligibility Criteria
 - A. Personnel are available to help patients identify financial options or assistance programs
 - B. Financial assistance is generally secondary to all other financial resources available to the patient, including insurance, government programs, third-party liability and liquid assets.
 - C. Full financial assistance usually will be provided to a responsible party with gross family income at or below 200 percent of Federal Poverty Guidelines
 - D. A sliding-fee scale will be used to determine financial assistance discounts for families with a gross family income up to 400 percent of the Federal Poverty Guidelines.
 - E. Notification of financial assistance determinations will be provided to the responsible party.
- B. Eligibility Determinations
 - 1. The provision of emergency healthcare should never be delayed pending an assistance determination.
 - 2. Requests for financial assistance may be made at any point before, during or after the provision of care.
 - 3. Financial assistance requests may be proposed by sources other than the patient, such as the patient's physician, family members, community or religious groups, social services, or hospital personnel.
 - 4. Anyone wishing to make application for financial assistance with OHSU will be given a Financial Assistance Application, which includes instructions on how to apply.

5. Consideration for financial assistance will occur once the applicant supplies a completed Financial Assistance Application with supporting documents to OHSU.
6. OHSU will make every attempt to make assistance determinations within 20 days of receiving a completed Financial Assistance Application.
7. Consideration for assistance may include a review of the responsible party's annual household income, number of people in the home, liquid assets, credit history, existing debt and other indicators of the party's ability to pay.
8. Acceptable verification of income includes the following: the most current 90 days' worth of payroll stubs; a copy of the most current year's IRS tax return; verification of Social Security or unemployment benefits. In the absence of income, a letter of support from individuals providing for the patient's basic living needs will be considered.
9. OHSU will keep all applications and supporting documentation confidential. OHSU may, at its own expense, request a credit report to further verify the information on the application. Incomplete applications may be denied and returned with a statement of what information is needed and how to re-apply.
10. Financial assistance may be denied if application is not completed and returned to OHSU within 20 days of receipt by the responsible party.
11. Financial assistance will not be considered without a completed Financial Assistance Application unless sufficient like information can be obtained that allows for a final determination without an application.
12. Financial assistance is not granted for some procedures, such as elective cosmetic surgery or some special situations.

C. Appeals

The responsible party may appeal a financial assistance determination by providing additional information, such as income verification or an explanation of extenuating circumstances. The responsible party will be notified of the appeals outcome. Collection follow-up on accounts will be pended during the appeal process.