

SANTIAM MEMORIAL HOSPITAL
CHARITY CARE POLICY

Standard:

To ensure that Santiam Memorial Hospital meets its community obligation regarding the provision of charity care on a fair, consistent and objective basis.

Policy:

It is the mission of Santiam Memorial Hospital to provide quality health care services and leadership in promoting health improvement to all persons in its service area on a non-discriminatory basis and without regard to ability to pay. It is the policy of Santiam Memorial Hospital that those without an ability to pay will be fairly, consistently and objectively evaluated as to eligibility for charity under the following guidelines.

Procedure:

I. Eligibility Criteria

Charity care is generally secondary to all other financial resources available to the patient including insurance, government programs, third party liability and liquid assets.

- A. Full charity care will be provided to a responsible party with gross family income at or below 100% of published Federal Poverty Income Guidelines.
- B. A sliding fee schedule (Attachment A) will be used to determine charity discounts when gross family income is over 100% of Federal Poverty Income Guidelines. Available liquid assets, proportionate to verified income, will also be considered.

Income as a percentage of Federal Poverty Level Partial Charity
0-100%

	100%
101-110%	90%
111-120%	80%
121-130%	70%
131-140%	60%
141-150%	50%

- C. Charity care may be provided to a responsible party with gross family income greater than 150% of the Federal Poverty Income Guidelines if circumstances such as extraordinary, non-discretionary expenses, future earning capacity and the ability to make payments over an extended period of time warrant consideration.
- D. Reasonable payment arrangements, consistent with the eligible responsible party's ability to make payments, will be extended for amounts not discounted under the Charity Matrix. Santiam Memorial Hospital reserves the right to revoke charity discounts and assign all unpaid balances to collections if an extended payment agreement is in default.
- E. Charity care does not go retroactive for care provided prior to visit. Charity care applications are effective, when eligible, for three months.
- F. Charity care will not be provided to those whose exhibited expenses are greater than twice the level of poverty per family unit on the current Health and Human Services Poverty Guidelines.

II. Eligibility Determination

Requests for consideration may be proposed by sources such as physician, community or religious groups, social services, hospital personnel, the patient, guarantor or family member. Santiam Memorial Hospital will use an application process for determining initial interest in and

qualification for charity care. Responsible party=s not choosing to apply for charity care will not be considered unless sufficient information is available to make a final determination without his/her application. Santiam Memorial Hospital=s decision to provide charity care in no way effects the responsible party=s financial obligations to their physician or other healthcare providers.

- A. Santiam Memorial Hospital will make an initial determination of potential eligibility determination, Santiam Memorial Hospital will not initiate collection efforts or requests for payments while the application is in process. Following the initial request the hospital may pursue other sources of funding, including Medicaid.
- B. Santiam Memorial Hospital will furnish an application and instructions to the responsible party when charity care is requested, or when financial screening indicates potential need.
- C. Oregon Heath Plan must be applied for and documentation of acceptance or denial must be provided with the application for charity care. Patients with current insurance are not eligible.
- D. The responsible party must return a completed application within 10 working days. It will be made in writing and accompanied by sufficient documentation to verify income amounts indicated on the application form for the 12 months prior to the date of request.
- E. Acceptable forms of income verification include: payroll stubs, IRS tax returns from the most recently filed calendar year, determination of eligibility for unemployment compensation, attestation of absence of income form the responsible party or letter of support from individuals providing basic needs.
- F. Santiam Memorial Hospital will keep confidential all information on the application and supporting documentation. Santiam Memorial Hospital, at its own expense, may request a credit report to further verify the information on the application. An incomplete or fraudulent application will be denied as will any application not returned to Santiam Memorial Hospital within 14 days of receipt of the application by the responsible party.
- G. Santiam Memorial Hospital will return to the responsible party written notification of eligibility for charity care within 10 working days of receipt of a complete application from the responsible party. This notification will include the level of reduction. Denials will include the reason for denial and instructions for appeal or reconsideration.

III. Appeals

The responsible party may appeal the determination of eligibility for charity care by providing additional verification of income or family size to the Chief Financial Officer within 30 days of receipt of notification. All appeals will be reviewed by the Administrator and Chief Financial Officer for final determination. If this determination affirms the previous denial of charity care, written notification will be sent to the responsible party.