

Dept: Revenue Cycle

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Approving Authority: Don Shaw

PURPOSE: To define Financial Assistance guidelines for patients of the Baton Rouge General.

POLICY: It is the policy of the Baton Rouge General to provide medical services, regardless of ability to pay, to those patients in an emergency state. This policy defines how Financial Assistance is defined and applied at the Baton Rouge General.

PROCEDURE:

- How a patient may apply for Financial Assistance and Eligibility Criteria

Patients must complete a Financial Assistance application with verification of the following (if possible):

- Income at or below 200% of Federal Poverty Guidelines. Current check stub and last years' income tax return required for verification.
- This is based on family size. See table below:

Family Size	▪ <u>Annual</u>	<u>Monthly</u>
1	\$24,120	\$2,010
2	\$32,480	\$2,707
3	\$40,840	\$3,403
4	\$49,200	\$4,100
5	\$57,560	\$4,797
6	\$65,920	\$5,493
7	\$74,280	\$6,190
8	\$82,640	\$6,887

No other payment sources available such as Medicaid, Crime Victims or liability insurance. Patient's whose income falls below the limits stated above will be eligible for a full discount of their hospital bill (upon receipt and approval of documents as stated above)

- If the patient liability is equal to or greater than 25% of the annual gross income, that portion of the liability greater than 25% of income is eligible for Financial Assistance. For the portion that the patient is responsible, the hospital charges will be discounted by 30%.
- The patient's current medical condition, future earning potential, and credit report will be taken into consideration when the Financial Assistance application is being reviewed for approval. The patient maybe responsible for a portion of the bill if near future earning potential is visible. The portion of the bill in which the patient is responsible will be discounted by 30%. If the patient is given a Financial Assistance adjustment and is not willing to pay the requested amount or defaults on repayment of the amount, the Financial Assistance discount will be taken back and the patient will not be eligible for a Financial Assistance discount.

- All self-pay inpatients will be screened for Medicaid eligibility, SSI eligibility, Liability coverage, and Victims of Crime coverage. If the patient meets a category for Medicaid or SSI, a free screening will be completed. If the patient is a victim of crime, they will be referred to the Victim of Crimes' office to complete an application.
- If a self-pay outpatient would like to be screened to determine if they meet Medicaid, SSI, Liability or Victims of Crime coverage, they may contact our Customer Service line at (225) 819-1000 and request a free screening.
- Collection Practices at the Baton Rouge General
 - Patients without insurance are sent a Summary bill with their charges. This bill states that Baton Rouge General has a Financial Assistance Policy in place. A patient may request a copy of this policy by contacting our Customer Service line at (225) 819-1000 and one will be mailed, faxed, or emailed. The Customer Service Representatives may also read the policy over the phone if the patient makes this request.
 - Statements that are mailed to non-insured patients will also contain information regarding the Financial Assistance Policy that is available by calling the above phone number.
 - Several attempts are made by our Business Office to notify the patient that a balance is due. Our Business Office will communicate that a Financial Assistance Policy exists at the Baton Rouge General.
 - Patients that either do not respond to collection attempts or are unable to meet minimum payment requirements will be notified that their account will be placed with an external collection agency via a Final Demand letter. The Final Demand letter will explain that a Financial Assistance Policy exists at the Baton Rouge General and will explain how to receive a copy of this policy.
- Notification of this policy to our Patients and Community members
 - A copy of this policy will be available in the Main Admissions departments at both our Mid-City and Bluebonnet hospitals.
 - This policy will also be available for review on our hospital web site at: www.brgeneral.org, under our "Patients & Vistors" tab
 - A copy of this policy may be requested by contacting our Customer Service department at (225) 819-1000.