

Wheatland Memorial Healthcare  
Policy & Procedures

<b>Title: COMPASSIONATE FINANCIAL CARE POLICY</b>		<b>Number: PFS-700</b>
<b>Effective Date: 09/27/17</b>	<b>Date Replaces: 10/21/16</b>	<b>Approval Date: 09/27/17</b>
<b>Facility (Scope): All Departments</b>		

**POLICY:**

Patients who lack the ability to pay medical expenses will be offered financial assistance based on their hardship. The approval is 6 months per application.

**PROCEDURE:**

Wheatland Memorial Healthcare does not discriminate in the provision of services to an individual (i) because the individual is unable to pay; (ii) because payment for those services would be made under Medicare, Medicaid, or the Children’s Health Insurance Program (CHIP); or (ii) based upon the individual’s race, color, sex, national origin, disability, religion, or sexual orientation.

Registration staff will provide a compassionate care application upon request to patients expressing hardship and inability to pay. Compassionate Care Financial Assistance (CCFA) applications will be sent to accounts showing a balance due and or an account showing no payment arrangement. Patients will have 10 days to return the completed application. Patients will receive (1) one reminder phone call before the balances will be considered for collections.

Copies of Wheatland Memorial compassionate care policy will be placed at the clinic, by the emergency room, by the business office and on the Wheatland Memorial website.

Patients to be considered for compassionate care will be required to fill out a financial assistance application. All patients must apply for Medicaid when starting the application process. Assistance will be available to help patients complete the financial assistance application including all requested documentation showing proof of income and financial resources. All completed applications will be reviewed and a letter of eligibility will be sent to the patient within 10 business days of receipt of the completed and processed application. All balances remaining after financial assistance will be considered patient responsibility. All self- pay balances will be collected according to the Wheatland Memorial self- pay policy. Wheatland Memorial Financial assistance is for hardship cases and medical services rendered and or prescribed. CCFA cannot be used for elective or self-referred services –i.e. Physical Therapy.

Utilizing the sliding fee scale based on the national poverty level (updated yearly), the financial assistance will be evaluated on a case by case bases. The following percentages will be given to patients with limited assets and with a total household income

- Income less than 125% of federal poverty level will receive 100% financial assistance
- Income between 126%-150%of federal poverty level will receive 75% financial assistance
- Income between 151%-175% of the federal poverty level will receive 50% financial assistance
- Income between 176%-200% of the federal poverty level will receive 25% financial assistance

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- Income greater than 200% of the federal poverty level will receive 0% financial assistance

Wheatland Memorial compassionate care is secondary to all other third parties and financial resources available to the patient.

**ATTACHED/APPLIED/REFERENCED:**

**REFERENCES:**

None

**OTHER POLICIES REFERENCED:**

None

Responsible Department(s)/Supervisor:

Action:

All Departments

Knowledge of, enforcement of and adherence to policy

**ADDITIONAL POLICY INFORMATION:**

Type: Patient Financial Services	Owner: Roxanne Berg
Replaces:	
Other required review/approval(s) (name, title, date):	