

MOUNTAIN VIEW HOSPITAL DISTRICT

Department:	Effective Date:	Policy #:
Business Office		

Subject:	Financial Assistance/Services	Procedure Ref. #:
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Statement of Policy/Procedure:

Objective is to ensure that Mountain View Hospital District meets its community obligations to provide financial assistance in a fair, consistent, and objective manner.

It is both the philosophy and practice of Mountain View Hospital District that medically necessary healthcare services should be available to all individuals, regardless of their ability to pay.

Mountain View Hospital District assists persons with financial need by waiving all or part of the charges for services provided by Mountain View Hospital.

Eligibility criteria:

- **Financial counselors and Business Office personnel are available to help patients identify financial options or assistance programs.**
- **Financial assistance is generally secondary to all other financial resources available to the patient, including insurance, government programs, third-party liability and assets.**
- **Full financial assistance usually will be provided to a responsible party with gross family income at or below 100% of Federal Poverty Guidelines.**
- **A sliding-fee scale will be used to determine financial assistance discounts when gross family income is above 100% of Federal Poverty Guidelines.**
- **Notification of financial assistance determinations will be mailed to the responsible party. Reasonable payment arrangements consistent with the responsible party's ability to pay will be extended for amounts owed.**

Eligibility determinations:

- **The provision of healthcare is never delayed pending an assistance determination.**
- **Requests for financial assistance may be made at any point before, during or after the provision of care.**
- **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.**
- **Anyone wishing to make application for financial assistance with Mountain View Hospital District will be given a Financial Assistance Application, which includes instructions on how to apply.**
- **Consideration for financial assistance will occur once the applicant supplies a completed Financial Assistance Application with supporting documents to the Mountain View Hospital District Business Office.**
- **Mountain View Hospital District will make every attempt to make assistance determinations within 20 days of receiving a completed Financial Assistance Application.**
- **Consideration for assistance includes a review of the responsible party's annual household income, number of people in the home, assets, credit history, existing debt and other indicators of the party's**

ability to pay. These are merely guidelines; each individual situation should be reviewed independently. Allowances may be made for extenuating circumstances.

- **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 accepted.**
- **Mountain View Hospital District will keep all applications and supporting documentation confidential. Mountain View Hospital District 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.**
- **Financial assistance may be denied if application is not completed and returned to Mountain View Hospital District within 20 days of receipt by the responsible party.**
- **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. In extenuating circumstances, where it can support a financial hardship exists, Mountain View Hospital District may offer financial assistance at its own determination.**
- **Financial assistance is not granted for some procedures, such as elective cosmetic surgery or some special situations, such as that of an individual who is eligible for insurance but has refused to apply. A Business Office financial counselor should be consulted in these special situations.**

Appeals

- **The responsible party may appeal a financial assistance determination by providing additional information, such as income verification or an explanation of extenuating circumstances, to the Business Office director within 30 days of receiving notification. The Business Office director will review all appeals. The responsible party will be notified of the appeals outcome. Collection follow-up on accounts will be suspended during the appeal process.**

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Supersedes: 04/04/01

Date of Revision/Review
03/07/03

Distribution
Business Office, Patient Accounts

Administrative Approval