

Financial Assistance General Operating Policy

Purpose: To ensure that Wallowa Memorial Hospital meets its community obligations to provide patient financial assistance in a fair, consistent and objective manner.

Policy: It is both the philosophy and practice of Wallowa Memorial Hospital that medically necessary healthcare services should be available to all individuals, regardless of their ability to pay.

Wallowa Memorial Hospital assists persons with financial need with customized financial arrangements, extended payment plans and/or by waiving all or part of the charges for services provided by Wallowa Memorial Hospital.

Procedure: A. Eligibility Criteria

1. Business Office personnel are available to help patients identify financial options or assistance programs.
2. Financial assistance is generally secondary to all other financial resources available to the patient, including insurance, government programs, third-party liability and assets.
3. Full financial assistance usually will be provided to a responsible party with gross family income at or below 150 percent of Federal Poverty Guidelines.
4. A sliding-fee scale will be used to determine financial assistance discounts when gross family income is above 150 percent of Federal Poverty Guidelines.
5. 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.

B. Eligibility Determinations

1. The provision of medically necessary healthcare will 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 Wallowa Memorial Hospital 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 the Wallowa Memorial Hospital Business Office.
6. Wallowa Memorial Hospital will make every attempt to make assistance determinations within 20 days of receiving a completed Financial Assistance Application.
7. 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 shall be reviewed independently. Allowances may be made for extenuating circumstances.
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 accepted.
9. Wallowa Memorial Hospital will keep all applications and supporting documentation confidential. Wallowa Memorial Hospital 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 Wallowa Memorial Hospital 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 the

application. In extenuating circumstances, where it can support that a financial hardship exists, Wallowa Memorial Hospital may offer financial assistance at its own determination.

12. 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 employee should be consulted in these 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, to the Chief Financial Officer within 30 days of receiving notification. The Chief Financial Officer 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.

Larry Davy, CEO/Administrator

Randal Anderson, CFO

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Author: Randal Anderson