

	Charity Care & Financial Hardship Waiver and Write Offs	Page 1 of 3
Department	Policy Number	CAAS Reference Number
Billing	BIL 11-106	

I. PURPOSE

MCHD recognizes that while anyone may need emergency and non-emergency ambulance service, not everyone has the financial means to pay for the service. The Policy of the District is to serve all persons, without discrimination, regardless of their ability to pay for the service. In keeping with this philosophy, the following establishes the guidelines for a patient to qualify for a Charity Care Write-Off or a Financial Hardship Waiver.

This policy serves to provide a public benefit by providing Charity Care to any individual within the District’s boundaries who is in need of medically necessary medical transport, so long as they meet the criteria for Charity Care or Financial Hardship.

II. DEFINITIONS

Charity Care: Healthcare services that have been provided by MCHD to patients who do not have health insurance and are determined eligible for Charity Care under the criteria set forth in Section III.

Family: A group of two or more people who reside together and who are related by birth, marriage, or adoption. If the patient claims someone as a dependent on their income tax return, they may be considered a dependent for purposes of the provision of financial assistance.

Federal Poverty Level (FPL): A measure of income issued every year by the Department of Health and Human Services.

Financial Hardship Waiver: Financial medical assistance granted to write off a copay/deductible for a patient who is underinsured or has recently experienced a serious change in their financial circumstances and is unable to meet the payment obligation.

Household Income: Includes the income of all family members living in the household. Earnings include: employment income, worker compensation, Social Security Income, pension or retirement income, alimony, child support, and other miscellaneous sources.

Presumptive Eligibility: A third party vendor provides the following information to assist in confirming a patient’s eligibility for charity care and financial hardship: household income percentage of FPL, credit score and propensity to pay, total estimated household income and estimated household size.

Charity & Financial Hardship Write Offs	Policy Number BIL 11-106	Page 2 of 3
--	-------------------------------------	--------------------

Underinsured: The patient has some level of insurance or third-party assistance but still has out-of-pocket expenses that exceed his/her financial abilities.

Uninsured: The patient has no insurance coverage.

III. **POLICY**

A. Patients will be determined eligible for Charity Care if uninsured and/ or:

1. Have combined annual Family Income is at or below 400% of the FPL and no active insurance coverage;
2. Are not currently employed;
3. Are homeless at the time of care;
4. Reside at low income/subsidized housing;
5. Have already been determined as a Charity Care patient within the current calendar year and is a frequent recipient of emergency medical services;
6. MCHD makes a presumptive eligibility determination and thereby elects not to seek payment for a patient account balance during the collection process; or
7. Medics are unable to obtain patient demographic information and all attempts to verify the identity of the patient were unsuccessful.

B. Patients will be determined eligible for a Financial Hardship Waiver if MCHD's use of a third-party-provided presumptive determination tool demonstrates the patient's LOW propensity to pay the copay/deductible and/or:

1. Patient provides documented proof that combined Family Income is at or below 400% of the current FPL and completes a Financial Hardship Application.
2. Patient has other circumstances that indicate financial hardship:
 - a. Proof of bankruptcy;
 - b. Catastrophic situations (death or disability in family, divorce); or
 - c. Other documentation that shows the patient would be unable to pay the medical bill and still be able to pay for other basic necessary expenses.

Charity & Financial Hardship Write Offs	Policy Number BIL 11-106	Page 3 of 3
--	-------------------------------------	--------------------

C. MCHD will make a copy of this Policy available by posting it on the website.

D. MCHD reserves the right to reverse charity and financial assistance adjustments to pursue appropriate reimbursement. Reversal may result for a variety of reasons, including newly discovered information such as insurance coverage, personal injury claim settlements, etc.

References: aspe.hhs.gov/poverty-guidelines
Should cross reference the related procedure and the Charity Care application

Original Date 03/2020 Review/Revision Date 03/2020 X Supersedes all Previous Approved by Compliance: 6/4/2020 Approved by Board of Directors: Date: 6/23/20
--