

## **POLICIES AND PROCEDURES**

**SUBJECT: Indigent Care (Financial Assistance Policy)**

**DEVELOPED BY: Cliff Cooper**

**DATE: April 30, 2002**

**REVIEWED/REVISED:**

**DATE: May 24, 2017**

Consistent with the mission of the Hospital, Wills Memorial Hospital will provide medical service to all patients, regardless of their ability to pay. The Hospital has developed an Indigent Care Plan for those patients without the ability to pay.

- The Hospital is committed to public service.
- The Hospital will participate as a provider for the Medicare and Medicaid programs. Hospital employees will be available during normal business hours to assist patients in determining their eligibility to participate in these programs.
- The Hospital will exhaust reasonable effort to collect payment from all individuals with the ability to pay for Hospital services.
- The Hospital's Indigent Care Program is structured to benefit residents of Wilkes and surrounding counties.

An application process for the Indigent Care Program has been developed and implemented.

- Registration for the program will be completed at the Hospital by the financial advisor.
- All necessary qualification documents must be received to complete the application.
- The applicant must present proof of income; for example, a pay stub or previous year tax return.
- If the patient has no income, a written statement attesting to that fact is obtained.
- If there is a question about a patient's eligibility, proof of monthly expenses is obtained to aid in making the determination.

The financial eligibility requirements are as follows:

- The Hospital bases its determination for Indigent Care on the Federal Poverty Guidelines. As these are updated yearly, the Hospital makes adjustments to its plan requirements.
- In order to qualify as indigent, real property must not exceed 25 times the monthly poverty level for the appropriate family size.
- In the case of a deceased patient, final collection from the estate will precede any indigent care allowance.
- All re-applications for indigent care must be submitted within 30 days of the original denied date.
- Income is defined as total cash received from all sources after taxes and other deductions.
- For patients with income below 125% of the Federal Poverty Guidelines, a 100% discount is offered.

Participation in this Indigent Care Plan is open to all residents of Wilkes and surrounding counties.