

VETERANS RECOVERY RESOURCES

An Alabama Non-profit Corporation

CHARITY CARE AND FINANCIAL ASSISTANCE POLICY AND PROCEDURES

ARTICLE I POLICY

Veterans Recovery Resources is committed to providing charity care to persons who have healthcare needs and are uninsured, underinsured, ineligible for a government program, or otherwise unable to pay, for medically necessary care based on their individual financial situation. Consistent with its mission to deliver compassionate, high quality, affordable mental healthcare services, Veterans Recovery Resources strives to ensure that the financial capacity of veterans and service members who need mental health care services does not prevent them from seeking or receiving care. Veterans Recovery Resources will provide, without discrimination, care for emergency mental health conditions to individuals regardless of their eligibility for financial assistance or for government assistance.

Accordingly, this written policy:

- (a) Includes eligibility criteria for financial assistance – free and discounted (partial charity) care
- (b) Describes the basis for calculating amounts charged to patients eligible for financial assistance under this policy
- (c) Describes the method by which patients may apply for financial assistance
- (d) Describes how the organization will widely publicize the policy within the community served by the treatment facility
- (e) Limits the amounts that the treatment facility will charge for emergency or other medically necessary mental healthcare provided to individuals eligible for financial assistance to amount generally billed (received by) the treatment facility for commercially insured or Medicare patients

Charity is not considered to be a substitute for personal responsibility. Patients are expected to cooperate with Veterans Recovery Resources' procedures for obtaining charity or other forms of payment or financial assistance, and to contribute to the cost of their care based on their individual ability to pay. Individuals with the financial capacity to purchase health insurance shall be encouraged to do so, as a means of assuring access to health care services, for their overall personal health, and for the protection of their individual assets.

In order to manage its resources responsibility and to allow Veterans Recovery Resources to provide the appropriate level of assistance to the greatest number of persons in need, the Board of Directors establishes the following guidelines for the provision of patient charity.

ARTICLE II DEFINITIONS

2.1 Charity Care

Mental healthcare services that have been or will be provided but are never expected to result in cash inflows. Charity care results from a provider's policy to provide mental healthcare services free or at a discount to individuals who meet the established criteria.

2.2 Family

Using the Census Bureau definition, a group of two or more people who reside together and who are related by birth, marriage, or adoption. According to Internal Revenue Service rules, 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.

2.3 Family Income

Family Income is determined using the Census Bureau definition, which uses the following income when computing federal poverty guidelines:

- (a) Includes earnings, unemployment compensation, workers' compensation, Social Security, Supplemental Security Income, public assistance, veterans' payments, survivor benefits, pension or retirement income, interest, dividends, rents, royalties, income from estates, trusts, educational assistance, alimony, child support, assistance from outside the household, and other miscellaneous sources;
- (b) Noncash benefits (such as food stamps and housing subsidies) do not count;
- (c) Determined on a before-tax basis;
- (d) Excludes capital gains or losses; and
- (e) If a person lives with a family, includes the income of all family members (Non-relatives, such as housemates, do not count).

2.4 Uninsured

The patient has no level of insurance or third party assistance to assist with meeting his/her payment obligations.

2.5 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. **Gross charges:** The total charges at the organization's full established rates for the provision of patient care services before deductions from revenue are applied.

2.6 Emergency medical conditions

Defined within the meaning of section 1867 of the Social Security Act (42 U.S.C. 1395dd).

2.7 Medically necessary

As defined by Medicare (services or items reasonable and necessary for the diagnosis or treatment of illness or injury).

ARTICLE III **PROCEDURES**

3.1 Services Eligible Under This Policy

For purposes of this policy, "charity" or "financial assistance" refers to mental healthcare services provided by Veterans Recovery Resources without charge or at a discount to qualifying patients. The following healthcare services are eligible for charity:

- (a) Emergency mental medical services provided in an emergency room setting;
- (b) Services for a condition which, if not promptly treated, would lead to an adverse change in the health status of an individual;
- (c) Non-elective services provided in response to life-threatening circumstances in a non-emergency room setting; and
- (d) Medically necessary services, evaluated on a case-by-case basis at Veterans Recovery Resources' discretion.

3.2 Eligibility for Charity

Eligibility for charity will be considered for those individuals who are uninsured, underinsured, ineligible for any government health care benefit program, and who are unable to pay for their care, based upon a determination of financial need in accordance with this Policy. The granting of charity shall be based on an individualized determination of financial need, and shall not take into account age, gender, race, social or immigrant status, sexual orientation or religious affiliation. Patients are eligible to receive charity for deductibles, co-insurance, or co-payment responsibilities.

3.3 Method by Which Patients May Apply for Charity Care

(a) Financial need will be determined in accordance with procedures that involve an individual assessment of financial need; and may

1. Include an application process, in which the patient or the patient's guarantor are required to cooperate and supply personal, financial and other information and documentation relevant to making a determination of financial need;

2. Include the use of external publically available data sources that provide information on a patient's or a patient's guarantor's ability to pay (such as credit scoring);

3. Include reasonable efforts by Veterans Recovery Resources to explore appropriate alternative sources of payment and coverage from public and private payment programs, and to assist patients to apply for such programs;

4. Take into account the patient's available assets, and all other financial resources available to the patient; and

5. Include a review of the patient's outstanding accounts receivable for prior services rendered and the patient's payment history.

(b) It is preferred but not required that a request for charity and a determination of financial need occur prior to rendering of non-emergent medically necessary services. However, the determination may be done at any point in the collection cycle. The need for financial assistance shall be re-evaluated at each subsequent time of services if the last financial evaluation was completed more than a year prior, or at any time additional information relevant to the eligibility of the patient for charity becomes known.

(c) Veterans Recovery Resources' values of human dignity and stewardship shall be reflected in the application process, financial need determination and granting of charity. Requests for charity shall be processed promptly and Veterans Recovery Resources shall notify the patient or applicant in writing within 30 days of receipt of a completed application.

3.4 Presumptive Financial Assistance Eligibility

There are instances when a patient may appear eligible for charity care discounts, but there is no financial assistance form on file due to a lack of supporting documentation. Often there is adequate information provided by the patient or through other sources, which could provide sufficient evidence to provide the patient with charity care assistance. In the event there is no evidence to support a patient's eligibility for charity care, Veterans Recovery Resources may use outside agencies in determining estimate income amounts for the basis of determining charity care eligibility and potential discount amounts. Once determined, due to the inherent nature of the presumptive circumstances, the only discount that can be granted is a 100% write off of the account balance. Presumptive eligibility may be determined on the basis of individual life circumstances that may include:

- (a) State-funded prescription programs;
- (b) Homeless or received care from a homeless clinic;
- (c) Participation in Women, Infants and Children programs (WIC);
- (d) Food stamp eligibility;
- (e) Subsidized school lunch program eligibility;
- (f) Eligibility for other state or local assistance programs that are unfunded (e.g., Medicaid spend-down);
- (g) Low income/subsidized housing is provided as a valid address; and
- (h) Patient is deceased with no known estate.

3.5 Eligibility Criteria and Amounts Charged to Patients

Services eligible under this Policy will be made available to the patient on a sliding fee scale, in accordance with financial need, as determined in reference to Federal Poverty Levels (FPL) in effect at the time of the determination. Once a patient has been determined by Veterans Recovery Resources to be eligible for financial assistance, that patient shall not receive any future bills based on undiscounted gross charges. The basis for the amounts Veterans Recovery Resources will charge patients qualifying for financial assistance is as follows:

- (a) Patients whose family income is at or below 75% of the FPL are eligible to receive free care;
- (b) Patients whose family income is above 75% but not more than 100% of the FPL are eligible to receive services at amounts no greater than the amounts generally billed to (received by Veterans Recovery Resources for) commercially insured [or Medicare] patients; and
- (c) Patients whose family income exceeds 100% of the FPL may be eligible to receive discounted rates on a case-by-case basis based on their specific circumstances, such as catastrophic illness or medical indigence, at the discretion of Veterans Recovery Resources; however the discounted rates shall not be greater than the amounts generally billed to (received by Veterans Recovery Resources for) commercially insured [or Medicare] patients.

3.6 Communication of the Charity Program to Patients and Within the Community

Notification about charity available from Veterans Recovery Resources, which shall include a contact number, shall be disseminated by Veterans Recovery Resources by various means, which may include, but are not limited to, the publication of notices in patient bills and by posting notices in emergency rooms, in the Conditions of Admission form, at urgent care centers, admitting and registration departments, hospital business offices, and patient financial services offices that are

located on facility campuses, and at other public places as Veterans Recovery Resources may elect. Veterans Recovery Resources also shall publish and widely publicize a summary of this charity care policy on facility websites, in brochures available in patient access sites and at other places within the community served as Veterans Recovery Resources may elect. Such notices and summary information shall be provided in the primary languages spoken by the population serviced by Veterans Recovery Resources. Referral of patients for charity may be made by any member of the Veterans Recovery Resources staff or medical staff, including physicians, nurses, financial counselors, social workers, case managers, chaplains, and religious sponsors. A request for charity may be made by the patient or a family member, close friend, or associate of the patient, subject to applicable privacy laws.

3.7 Relationship to Collection Policies

Veterans Recovery Resources management shall develop policies and procedures for internal and external collection practices (including actions the organization may take in the event of non-payment, including collections action and reporting to credit agencies) that take into account the extent to which the patient qualifies for charity, a patient's good faith effort to apply for a governmental program or for charity from Veterans Recovery Resources, and a patient's good faith effort to comply with his or her payment agreements with Veterans Recovery Resources. For patients who qualify for charity and who are cooperating in good faith to resolve their discounted bills, Veterans Recovery Resources may offer extended payment plans, will not send unpaid bills to outside collection agencies, and will cease all collection efforts. Veterans Recovery Resources will not impose extraordinary collections actions such as wage garnishments; liens on primary residences, or other legal actions for any patient without first making reasonable efforts to determine whether that patient is eligible for charity care under this financial assistance policy. Reasonable efforts shall include:

- (a) Validating that the patient owes the unpaid bills and that all sources of third-party payment have been identified and billed by Veterans Recovery Resources;
- (b) Documentation that Veterans Recovery Resources has or has attempted to offer the patient the opportunity to apply for charity care pursuant to this policy and that the patient has not complied with the application requirements;
- (c) Documentation that the patient does not qualify for financial assistance on a presumptive basis;
- (d) Documentation that the patient has been offered a payment plan but has not honored the terms of that plan.

3.8 Regulatory Requirements

In implementing this Policy, Veterans Recovery Resources management and facilities shall comply with all other federal, state, and local laws, rules, and regulations that may apply to activities conducted pursuant to this Policy.