

## **POLICY & PROCEDURE**

### Financial Assistance Policy

#### Charity Care Policy, Application Process, Payment Plan, Discounts, Collection Procedure

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Implemented: 07/01/2016

**SUBJECT:** Financial assistance for patients who cannot afford to pay

**PURPOSE:** To assist patients in receiving services if they meet the financial requirements of the National Poverty Level or are financially indigent.

**SCOPE:** All eligible patients

**POLICY:** : Patients who are unable to pay for services at Orthopaedic Surgery Center of Clearwater may request an estimate of charges for a needed procedure and an assessment of their eligibility for financial assistance.

**PROCEDURE:**

1. All copays and deductibles are due prior to surgery at Orthopaedic Surgery Center of Clearwater
2. If the patient is unable to pay this amount, ePay Healthcare is available and allows monthly payments to be made. Patient will be required to make all payments due to OSCC within six(6) months
3. If the patient cannot make payments within a six(6) month timeframe, the patient may apply for funding through ePay Healthcare. For the application process, please visit [www.oscc.org](http://www.oscc.org) and follow the instructions on the "Patient Portal".
4. If the patient is denied medical funding from an outside party, they may request evaluation for further assistance,
  - a. The patient will be asked to provide a copy of their Federal Income Tax Statement and a current payroll stub.
  - b. The National Poverty Level Sliding Scale will be reviewed to determine where the patient's income level falls
  - c. If the patient meets or is below the gross income amount of the national poverty level, the appropriate write-off is made applicable to the procedure charge amount. Total facility reimbursement is not to be less than the current Medicare reimbursement for Pinellas County.
5. Collections Procedure
  - a. A statement of account will be sent every month for three months.
  - b. After 90 days a final statement will be sent allowing 10 days to pay. If no payment is received after the 10 days have passed, the account will be sent to collections.