

## FINANCIAL ASSISTANCE FOR THE UNINSURED & UNDERINSURED

### PURPOSE

Mason Health (the “District”) is committed to the provision of emergency health care services to all persons in need of medical attention regardless of ability to pay. In order to protect the integrity of operations and fulfill this commitment, the following criteria for the provision of Financial Assistance, consistent with the requirements of Washington Administrative Code (WAC) 246-453, are established. These criteria will assist staff in making consistent and objective decisions regarding eligibility for Financial Assistance while ensuring the maintenance of a sound financial basis.

The written policy includes: (a) eligibility criteria for Financial Assistance, (b) describes the basis for calculating amounts charged to patients eligible for Financial Assistance (c) describes the method by which patients may apply for Financial Assistance and (d) describes how the District will publicize the policy with the community serviced by the District.

### POLICY

Financial assistance may cover all appropriate hospital-based medical services, received in the hospital inpatient or outpatient/clinic setting. Services not qualifying under financial assistance may include transportation costs, elective procedures, or separately billable professional services provided by the hospital’s medical staff.

In addition to providing Financial Assistance, the District also identifies and assists eligible uninsured patients with enrollment in Medicaid or coverage available on the Washington Health Benefit Exchange (HBE). This includes the generation of self-pay patient lists, contacting those uninsured patients and then attempting to obtain enrollment through the efforts of the District’s In-Person Assistor team.

### **ELIGIBILITY CRITERIA**

Financial Assistance is generally secondary to all other financial resources available to the patient, including but not limited to group or individual medical plans, worker’s compensation, Medicare, Medicaid or medical assistance programs, other state, Federal, or military programs, third party liability situations (e.g., auto accidents or personal injuries), or any other situation in which another person or entity may have a legal responsibility to pay for the costs of medical services.

The medically indigent patient will be granted Financial Assistance regardless of race, color, sex, religion, age, national origin, or immigration status. In the event the responsible party’s identification as an indigent person is obvious to District personnel, the District is not obligated to establish the exact income level or request the documentation specified in the financial assistance application. Such individuals are determined to have presumptive eligibility (e.g., have qualified under the state Medicaid or Apple Health program.)

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In those situations where appropriate primary payment sources are not available, patients shall be considered for Financial Assistance under this District policy based on the following criteria consistent with requirements of WAC 246- 453-040:

For those patients that have been identified to meet the guidelines for an Apple Health plan, they will need to comply with the application process prior to receiving financial assistance.

A. For services provided on or after July 1, 2022, the full amount of District hospital and/or clinic charges will be determined to be Financial Assistance for a patient whose gross family income is at or below 200% of the current federal poverty guidelines (consistent with WAC code 246-453-050). These patients shall receive a 100% adjustment on their patient balance. The District will not consider the existence, availability or value of assets for patients in this category.

B. For services provided on or after July 1, 2022, a sliding fee scale shall be used to determine the amount which shall be written off for patients with incomes between 201% and 400% of the current federal poverty level. All resources of the family as defined by the WAC 246-453-50 are considered in determining the applicability of the sliding fee scale in **Attachment A**.

C. The sliding fee schedule shall take into account the potential necessity for allowing the responsible party to satisfy the maximum amount of charges for which the responsible party will be expected to provide payment over a reasonable period of time, without interest or late fees. In determining the maximum amount of charges, the District calculates this by using the Amounts Generally Billed (AGB) look-back methodology. For the current year, the District's AGB percentage is listed on **Attachment A**. (enclosed). No individual qualifying under the Financial Assistance Policy shall be charged more than the AGB for emergency care or other medically necessary services.

### **CATASTROPHIC FINANCIAL ASSISTANCE**

The District may also write off as Financial Assistance amounts for patients with family income in excess of 400% of the federal poverty standards or at a higher percentage for those above 200% of the poverty guidelines, when circumstances indicate severe financial hardship or personal loss. This will be done only upon recommendation by the patient accounts supervisor or Director, Business Office with adequate justification and only upon approval by the Senior Director Revenue Cycle, with final approval by the Chief Financial Officer. These adjustments shall be included in the Chief Financial Officer's regular financial assistance report to the Board of Commissioners.

### **PROCESS FOR ELIGIBILITY DETERMINATION**

#### **Initial Determination**

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For the purpose of reaching an initial determination of eligibility, the District shall rely upon information provided orally or in written form for Financial Assistance as outlined in the Financial Assistance Application form instructions. The District may require the responsible party to sign a statement attesting to the accuracy of the information provided to the District for purposes of the initial determination of eligibility. Pending final eligibility determination, the District will not initiate collection efforts or requests deposits, providing that the responsible party is cooperative with the District's efforts to reach a determination of sponsorship status, including return of applications and adequate documentation.

The District shall use an application process for determining initial interest in and qualification for Financial Assistance. Application instructions are provided below in Section F. Should patients not choose to apply for Financial Assistance, they shall not be considered for Financial Assistance unless other circumstances become known to the District.

**Note that some independent providers practice at or deliver emergency or other medically necessary services for District patients. Those providers are listed on Attachment B.**

### Final Determinations

Financial Assistance forms, instructions, and written applications shall be furnished to patients when Financial Assistance is requested, when need is indicated, or when financial screening indicates potential need. Applications, whether initiated by the patient or the hospital and/or clinics should be accompanied by documentation to verify income amounts indicated on the application form. One or more of the following types of documentation may be acceptable for purpose of verifying income:

1. W-2 withholding statements for all employment for applications for the relevant time period;
2. Pay stubs from all employment during the relevant time period;
3. An income tax return from the most recently filed calendar year for the relevant time period;
4. Forms approving or denying eligibility for Medicaid and/or state-funded Medical Assistance (denial for Medicaid purely on the basis of failure to apply timely will never be sufficient documentation by itself), if applicable.
5. Forms approving or denying unemployment compensation; or

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6. Written statements from employers or welfare agencies. Patients will be asked to provide verification of ineligibility for Medicaid or Medical Assistance. During the initial request period, the District may pursue other sources of funding, including Medicaid.

7. In the event that the patient is not able to provide any of the documentation described above, the District shall rely upon written and signed statements from the patient for making a final determination of eligibility for purposes of granting Financial Assistance.

Income shall be annualized from the date of application based upon documentation provided and upon verbal information provided by the patient. This process will be determined by the District and will take into consideration seasonal employment and temporary increases and/or decreases of income. Applications will be processed within 14 days of receipt of the application to the Business Office.

Financial Assistance will be granted based on the approval guidelines as outlined in **Attachment A**. The initial determination shall remain valid for 180 days. After that, the District may request updated information or re-verification of the patient's qualification status.

Income verification is required as outlined in the District's Financial Assistance

Application form instructions. For elective services not covered please, contact the respective clinic or hospital department.

**In the event of non-payment or a patient does not reasonably cooperate with the financial assistance process, the District may take actions as outlined in its Patient Billing and Collection Policy, which is available, in addition to this such policy, as describe in Sections E and F below.**

### **Approvals**

Financial Assistance applications will be approved once all required information is received and the income guidelines for granting Financial Assistance have been met. Applications will be processed within 14 days of receiving the application in the Business Office.

Eligibility on a completed and approved application is valid for eligible services received within the subsequent (180) days from application approval date and will be retroactive for eligible services for all dates of service that the Financial Assistance is being granted.

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In the event that a responsible party pays a portion of all of the charges related to appropriate hospital-based medical care services and is subsequently found to have met the Financial Assistance criteria at the time that services were provided, any payments in excess of the amount determined to be appropriate in accordance with WAC 246-453-020 shall be refunded to the patient within thirty days of achieving the Financial Assistance designation.

### **Time Frame for Final Determination and Appeals**

The District shall provide final determination within fourteen (14) days of receipt of all application and documentation material.

### **Denials**

Denials will be written and include instructions for appeal or reconsideration as follows. The patient/guarantor may appeal the determination of eligibility for Financial Assistance by providing additional verification of income and family size to the Patient Accounts Representative within (30) calendar days. After the first fourteen (14) days of this period, if no appeal has been filed, the hospital may initiate collection activities.

If the District has initiated collection activities and discovers an appeal has been filed, they shall cease collection efforts until the appeal is finalized. All appeals will be reviewed by the Patient Accounts Representative and the Director, Business Office

If this determination affirms the previous denial of Financial Assistance, written notification will be sent to the patient/guarantor and the Department of Health in accordance with state law.

### **DOCUMENTATION AND RECORDS**

A. Confidentiality: All information relating to the application will be kept confidential. Copies of documents that support the application will be kept with the application form.

B. Documents pertaining to Financial Assistance shall be retained for seven (7) years.

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### PROCESS FOR COMMUNICATION

The District's Financial Assistance policy shall be publicly available in the following ways:

- A. Financial agreement forms will state that financial responsibility is waived or reduced if the patient is determined eligible for Financial Assistance.
- B. Signage indicating the District's participation in a Financial Assistance program shall be openly posted in public areas of the Hospital and Clinics.
- C. The District will provide written notice of District's Financial Assistance policy to patients upon request.
- D. Both written information and verbal explanation shall be available in any language spoken by more than ten percent (10%) of the population in the District's service area. The District has identified Spanish language to be included in this context.
- E. Financial Assistance Policy, Patient Billing and Collections Policy, Financial Assistance Application and Mason Health Percentage of Sliding Fee Scale will be posted on the website for patients.
- F. Financial assistance information, collections information and the District's methodology for calculating the Amounts Generally Billed is available by contacting our patient financial services department/business office at 360-427-3601, by email at [hospitalbillingquestions@masongeneral.com](mailto:hospitalbillingquestions@masongeneral.com), by mail at PO Box 1668 Shelton, WA 98584, or in person 8:00 am – 4:30 pm (M-F) at 2505 Olympic Hwy North, Suite 460, Shelton, WA 98584. You may also apply for financial assistance using the methods outlined in this section.

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### Attachment A

#### Federal Poverty Guideline Percentages

FPL Percent	< 201%	201% - 260%	261% - 400%
Discount	100%	80%	65%

#### District's Amounts Generally Billed (AGB) Percentage

60%

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### Attachment B

#### Independent Providers Delivering Emergency or other Medically Necessary Services

The independent providers listed below, deliver services at Mason Health, bill separately for their services, and are not subject to the District's Financial Assistance Policies. These providers do make independent financial assistance determinations.

Providence Health and Services: Provides tele-hospitalists services for inpatients and outpatient observation patients. Billing Inquiries: 866-747-2455, PO Box 3177, Portland, OR 97208-3177.

Financial Assistance: PO Box 4227, Portland, OR 97208-3395

Radia Medical Imaging: Provides physician interpretations of all Mason Health diagnostic imaging services. Billing Inquiries: 888-927-8023, PO Box 34473, Seattle, WA 98124

Previous policy Financial Assistance Policy archived 5/10/18