

A-230		UPMC CHAUTAUQUA WCA	
DEPARTMENT:	Administration Policy	SUBJECT #:	A-230
SUBJECT:	BILLING AND COLLECTION POLICY	EFFECTIVE:	
		REVISED:	
PAGE:	1 of 3	REVIEWED::	

Note: Previously FIN-103 (12/29/15)

I. PURPOSE

This policy applies to UPMC Chautauqua WCA (WCA) and its employed and contracted physicians billed under Federal Tax ID # 16-0743226, together with WCA Administrative Policy A-9 - WCA Hospital Financial Assistance Program (Charity Care), is intended to meet the requirements of applicable federal, state, and local laws, including, without limitation, section 501(r) of the IRS Code, as amended, and the regulations there under. This policy establishes the actions that may be taken in the event of nonpayment for medical care provided by WCA. The guiding principles behind this policy are to treat all patients and Individual(s) Responsible equally with dignity and respect and to ensure appropriate billing and collection procedures are uniformly followed and to ensure that reasonable efforts are made to determine whether the Individual(s) responsible for payment of all or a portion of a patient account is eligible for assistance under the Financial Assistance Policy (FAP).

II. DEFINITION

Plain Language Summary means a written statement that notifies an Individual(s) that WCA offers financial assistance under the FAP for medically necessary inpatient and outpatient hospital services and contains the information required to be included in such statement under the FAP.

Amounts Generally Billed means that patients who are FAP approved will not be billed more than the average amount charged using the "look back method". The look back method utilizes the Medicare Provider Statistical & Reimbursement report for the previous calendar year. The AGB calculation methodology is the same, but the AGB percentage differs based on whether the service is for Inpatient or Outpatient services.

Application Period means the period during which WCA must accept and process an application for financial assistance under the FAP. The Application Period begins on the date the care is provided and ends on the 240th day after WCA provides the first post discharge billing statement.

FAP-Eligible Individual(s) means a Responsible Individual(s) eligible for financial assistance under the FAP without regard to whether the Individual(s) has applied for assistance. Financial Assistance Policy (FAP) means WCA's Financial Assistance Program for Uninsured/Underinsured Patients Policy, which includes eligibility criteria, the basis for calculating charges, the method for applying the policy, and the measures to publicize the policy, and sets forth the financial assistance program.

PFS means Patient Financial Services (PFS), the operating unit of WCA responsible for billing and collecting Self-Pay Accounts.

Responsible Individual(s) means the patient and any other Individual(s) having financial responsibility for a Self-Pay Account. There may be more than one Responsible Individual(s).

Self-Pay Account means that portion of a patient account that is the Individual(s) responsibility of the patient or other Responsible Individual(s), net of the application of payments made by any available healthcare insurance or other third-party payer (including co-payments, co-insurance and deductibles), and net of any reduction or write off made with respect to such patient account after application of an Assistance Program, as applicable.

III. POLICY

- A. All patients will be offered a Plain Language Summary (PLS) and an application form for financial assistance under the FAP as part of the first post discharge billing statement including access to the PLS on the WCA website at www.wcahospital.org.

B. At least three separate statements for collection of Self-Pay Accounts shall be mailed to the last known address of each Responsible Individual(s); provided, however, that no additional statements need be sent after a Responsible Individual(s) submits a complete application for financial assistance under the FAP or has paid-in-full. At least 60 days shall have elapsed between the first and last of the required three mailings. It is the Responsible Individual(s) obligation to provide a correct mailing address at the time of service or upon moving. If WCA is unable to obtain a corrected address, the account will no longer receive statements and will be sent to collection. All statements of Self-Pay Accounts will include but are not limited to:

1. An accurate summary of the hospital services covered by the statement;
2. The charges for such services;
3. The amount required to be paid by the Responsible Individual(s) (or, if such amount is not known, a good faith estimate of such amount as of the date of the initial statement); and
4. A conspicuous written notice that notifies and informs the Responsible Individual(s) about the availability of Financial Assistance under the hospital FAP including the telephone number of the department and direct website address where copies of documents may be obtained.
5. Patients who have met the qualifications for WCA Financial Assistance will not be charge more than the AGB.

C. An oral attempt will be made to contact Responsible Individual(s) by telephone at the last known telephone number, if any, at least once during the series of mailed or emailed statements if the account remains unpaid. During all conversations, the patient or Responsible Individual(s) will be informed about the financial assistance that may be available under the FAP.

IV. POLICY AVAILABILITY

Contact our Business Office at 716-664-0459 or 855-221-0343 for information regarding eligibility or the programs that may be available to you, to request a copy of the FAP, FAP application form, or Collection Policy to be mailed to you, or if you need a copy of the FAP, FAP application form, or Collection Policy translated to Spanish. Full disclosure of the FAP, FAP application form, or Collection Policy may be found at www.wcahospital.org. A paper copy of our FAP, FAP application form, or Collection Policy can be obtained at our facility located at 207 Foote Ave., PO Box 840, Jamestown, NY 14701 at the customer service office, admissions and registration areas, emergency department.

Approved by: Charles C. Nazzaro, CFO – after review and approval by Executive Management Group on 10/17

ANNUAL REVIEW

DATE	REVIEWED/REVISED BY	COMMENTS
10/19/17	Ed Neumann – Director Billing & Collections Charles C. Nazzaro – Chief Financial Officer	Updates to entire policy. Removal of ECA's