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| Owner | Ryan Thompson: SVP Chief Revenue Cycle Officer |
| Policy Area | Mission Services |
| Applicability | Providence Systemwide |

# PSJH-MISS-100 Charity Care/Financial Assistance

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| **Executive Sponsor:** | Gregory Hoffman, SVP, Interim Chief Financial Officer |
| **Policy Owner:** | Ryan E Thompson, SVP Chief Revenue Cycle Officer |
| **Contact Person:** | Kelly Kikuchi, Executive Director, Financial Counseling |

**Scope:**

This policy applies to Providence and its Affiliates (collectively known as "Providence")[1] and their caregivers (employees); employees of affiliated organizations.
This is a governance level policy, vetted by the Executive Council (EC), with a recommendation for approval by the Audit and Compliance Committee of the Board of Directors (ACC), and approved/signed by the appropriate delegate.

**Purpose:**
To reflect the commitment of Providence to provide medically necessary healthcare services to all individuals regardless of their ability to pay.

**Definitions:**
None.

**Policy:**
Providence will provide medically necessary health care services to members of the community who are unable to pay for such services. The determination of financial assistance will be based on the patient's ability to pay consistent with eligibility criteria established by Providence. Charity care does not include bad debt or contractual shortfalls from government programs, but may include insurance co-payments, deductibles or both. As part of this commitment, Providence shall provide a discount to uninsured patients for medically necessary services. Providence will offer a standard discount of total charges to uninsured patients who do not otherwise qualify for financial assistance under this policy for emergency and medically necessary care. The uninsured discount will be automatically applied to the account upon initial billing to the uninsured patients.

**Requirements:**

1. Providence shall develop charity care/financial assistance policies including eligibility criteria, and application and financial counseling processes.
2. Charity care/financial assistance policies and application procedures shall be made available to the public.
3. The recognition of an individual's need for financial assistance can occur any time from pre-admission review to final collection; however effort should be made to establish eligibility prior to service.
4. The ability of an individual to pay should be determined based on verified financial need.
5. In instances where full charity care is not warranted, Providence may provide alternative payment arrangements.
6. Providence shall develop collection practices consistent with its Mission and Core Values.
7. Each Providence institution should report annually to the System CFO on charity care services and other community benefit services.

The above requirements are administered by Providence Revenue Cycle through defined procedures and processes.

**References:**
None.

**Attachments:**
No attachments.

**Applicability:**

[1]For purposes of this policy, "Affiliates" is defined as any not-for-profit or non-profit entity that is wholly owned or controlled by Providence, Providence St. Joseph Health (PSJH), Providence Health & Services, St. Joseph Health System, Western HealthConnect, Kadlec, Covenant Health Network, Grace Health System, Providence Global Center*, NorCal HealthConnect, or is a not-for-profit or non-profit entity majority owned or controlled by PSJH or its Affiliates and bears the Providence, Swedish Health Services, St. Joseph Health, Covenant Health, Grace Health System, Kadlec, or Pacific Medical Centers names (includes Medical Groups, Home and Community Care, etc.). *Policies and/or procedures may vary for our international affiliates due to regulatory differences.

## Approval Signatures

| Step Description | Approver | Date |
|---|---|---|
| Policies Coordinator | Cynthia Johnston: Compliance Spec PSJH | 08/2019 |

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| Contact Person | Kimberly A. Sullivan: SVP Chief Revenue Cycle Officer [TT] | 08/2019 |
| Contact Person | Tracey Tsihlakis: Exec Dir Rev Cycle Admin PSJH | 08/2019 |
| Policy Owner Approval | Kimberly A. Sullivan: SVP Chief Revenue Cycle Officer [TT] | 08/2019 |

## Applicability

AK - Credena Health, AK - Providence Alaska MC, AK - Providence Kodiak Island MC, AK - Providence Medical Group, AK - Providence Seward MC, AK - Providence St. Elias Specialty Hospital, AK - Providence Valdez MC, CA - Credena Health, CA - Healdsburg Hospital, CA - Petaluma Valley Hospital, CA - Physician Enterprise Northern, CA - Physician Enterprise Southern, CA - Providence Cedars-Sinai Tarzana MC, CA - Providence Holy Cross MC, CA - Providence LCM MC San Pedro, CA - Providence LCM MC Torrance, CA - Providence Mission Hospitals, CA - Providence Queen of the Valley Medical Center, CA - Providence Redwood Memorial Hospital, CA - Providence Saint John's Health Center, CA - Providence Saint Joseph MC, Burbank, CA - Providence Santa Rosa Memorial Hospital, CA - Providence St. Joseph Hospital - Eureka, CA - Providence St. Joseph Hospital Orange, CA - Providence St. Jude Medical Center, CA - Providence St. Mary Medical Ctr Apple Valley, MT - Credena Health, MT - Providence St. Joseph MC, Polson, MT - St. Patrick Hospital, NM - Covenant Hobbs Hospital, OR - Credena Health, OR - Providence Ctr for Medically Fragile Children, OR - Providence Health Oregon Labs, OR - Providence Hood River Memorial Hospital, OR - Providence Medford MC, OR - Providence Medical Group, OR - Providence Medical Group, OR - Providence Milwaukie Hospital, OR - Providence Newberg MC, OR - Providence Portland MC, OR - Providence Seaside Hospital, OR - Providence St. Vincent MC, OR - Providence Willamette Falls MC, PHCC - Home & Community Care, PHCC - Home Health, PHCC - Home Medical Equipment, PHCC - Hospice, PHCC - Infusion/Pharmacy, PHCC - PACE, PHCC - Palliative Care, PHCC - Skilled Nursing/Assisted Living, Providence, Providence Express Care, Providence Physician Enterprise, Providence Traditional Health Workers, TX - Covenant Children's Hospital, TX - Covenant Health - ACO, TX - Covenant Health Partners, TX - Covenant Hospital Levelland, TX - Covenant Hospital Plainview, TX - Covenant Medical Center, TX - Covenant Medical Group, TX - Covenant Specialty Hospital, TX - Grace Clinic, TX - Grace Surgical Hospital, WA - Credena Health, WA - EWA Providence Medical Group, WA - Kadlec Regional Medical Center, WA - NWR Providence Medical Group, WA - PacMed, WA - Providence Centralia Hospital, WA - Providence DominiCare, WA - Providence Holy Family Hospital, WA - Providence Mt. Carmel Hospital, WA - Providence Regional MC Everett, WA - Providence Sacred Heart Med Ctr & Children's, WA - Providence St. Joseph's Hospital, WA - Providence St. Luke's Rehabilitation Medical, WA - Providence St. Mary MC, WA - Providence St. Peter Hospital, WA - SWR Providence Medical Group, WA - Swedish Medical Center, WA - Swedish Medical Group, WA - USFHP

## Standards

No standards are associated with this document