



**POLICIES AND PROCEDURES**

**ISSUED: 6/22**

**REVISED:**

**REVIEWED:**

**SUBJECT: Financial Assistance**

**APPROVED:**

**POLICY**

It is the policy of Virginia Beach Psychiatric Center to complete a Financial Assistance Application for uninsured and underinsured patients admitted to Virginia Beach Psychiatric Center.

**PURPOSE**

To complete a financial assistance application for charity consideration and documentation of patient's/guarantor financial status.

**PROCEDURE**

For purposes of this policy, "charity" or "financial assistance" refers to services provided without charge or at a discount to qualifying patients based on the process below.

Patient/guarantor to complete the following:

- Financial assistance application and financial disclosure form – answer all questions, sign, and date. For children both parents will need to provide information regarding their income.
- Provide Proof of Income (POI). Examples of POI: last pay stub with year-to-date income or last three pay stubs if no year-to-date income information, disability or social security award letter or bank statement showing monthly deposit, etc. (for self-employed a copy of last year tax return).
- Patient must complete and turn in to Financial Counselor prior to discharge. If necessary, on a case-by-case basis, the patient may have up to seven business days after discharge to return documents to financial counselor for consideration.

Financial Counselor to complete the following:

- Review application and POI to ensure completeness and accuracy. Sign and date forms. Make any pertinent notes regarding patients/guarantor's employment or income situation as relayed by patient/guarantor.
- Run Equifax FDR and indicate the amount of discount recommended by Equifax. FDR required for both parents if the patient is a dependent.
- Complete and attach Benefit Explanation & Collection Form.
- Attach a print screen of patient's prior accounts. Note in the comments of the financial assistance application of any prior accounts.
- Note on the patients account the following information:
  - Estimated due from patient
  - Employment Status
  - Total Household Income
  - POI obtained – Y, N or N/A (explain N or N/A)
  - Total Number of Dependents (based on patients/guarantor tax return)
  - Federal Poverty Guideline percentage based on POI & Total # of dependents
  - FDR Discount Recommendation percentage

**POLICIES AND PROCEDURES**

**SUBJECT: Crisis Prevention and Intervention**

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- Pertinent comments regarding patients' financial status as relayed by patient or guarantor. Example, unemployed since (date), full-time student, part-time student, lives with parents, expected return to work date, etc.
- After the above notes have been made on the account print off the Patients Account Status Report
- Scan entire application and supporting documents to the Patients Chart on the shared drive prior to submitting to the Business Office Director.

Patients who have an income of greater than 200% of Federal Poverty Guidelines will not be eligible for a financial assistance adjustment of estimated balance due. However, other financial assistance may be considered such as a prompt pay discount or payment plan of 3 to 6 months. Each case will be considered on an individual basis per Business Office Manager approval.

Business Office Director will review the financial assistance application for completion and depending on the situation may require additional information from the patient. Once approved, the Business Office Director will submit application with recommendation to CFO for final determination. For denied applications, the financial counselor will be notified to contact the patient and consider other financial assistance options listed above and note the account indicating the denial and other options considered. For approved cases, the discount will be adjusted on the patients account with all supporting documentation and signatures on file in business office and financial counselor notified via patient accounting system and will notify patient of final determination.