

Draft

Pending Board Approval

# Heywood Hospital

## Credit and Collection Policy

Effective July 1, 2016

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## I. INTRODUCTION

### PURPOSE

The hospital is the frontline caregiver providing medically necessary care for all people regardless of ability to pay. The hospital offers this care for all patients that come to our facility 24 hours a day, seven days a week, and 365 days a year.

The hospital assists patient in obtaining financial assistance from public programs and other sources whenever appropriate. To remain viable as it fulfills its mission, the hospital must meet its fiduciary responsibility to appropriately bill and collect for medical services provided to patients. This credit and collection policy is designed to comply with state and federal law and regulations in performing this function. The hospital does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identify, religion, reprisal and where applicable, political beliefs, marital status, familial or parental status, sexual orientation or protected genetic information in its policies or in its application of policies, concerning the acquisition and verification of financial information, pre-admission or pre-treatment deposits, payment plans, deferred or rejected admissions, Low Income Patient status as determined by the Massachusetts Office of Medicaid, determination that a patient is low-income, or in its billing and collection practices.

It is important to note that while the federal and state governments use different names for the policies that hospital must follow to show how they are providing financial assistance to patients; the overall requirements are the same. As a result, this policy is designed to comply with both the state Health Safety Net regulation on "Credit and Collection Policies and the federal HealthCare Reform Law's "Financial Assistance Policy" requirements as recently clarified by the Internal Revenue Service in their February 23, 2011 instructions to the Form 990.

These credit and collection policies are developed to ensure compliance with applicable criteria required under (1) the Health safety Net Eligibility Regulation (101 CMR 613.00), (2) the Centers for Medicare and Medicaid Service Medicare Bad Debt Requirements (42 CFR 413.89), (3) The Medicare Provider Reimbursement Manual (Part 1, Chapter3), and (4) the Internal Revenue Code Section 501(r) as required under the Section 9007 (a) of the federal Patient Protection and Affordable Care Act (Pub. L .No. 111-148) and as recently clarified in the February 28, 2011 IRS clarification to reporting such information in the hospital IRS 990 returns.

### HEYWOOD HOSPITAL MISSION

To be our communities' trusted choice for exceptional patient-centered care.

## **GENERAL PRINCIPLES**

Heywood Hospital follows the following basic tenets when working with patients regarding their financial obligations:

- Fear of a hospital bill should never get in the way of patients receiving essential health services. Heywood Hospital will communicate with patients regarding their ability to access medically necessary care and the availability of financial assistance.
- The hospital has financial aid policies that are consistent with the mission and values of the organization and take into account each individual's ability to contribute to the cost of his or her care and the hospital's financial ability to provide the care. These policies are communicated in a clear and easy manner.
- Debt collection policies for both hospital staff and external collections agencies reflect the mission and values of the hospital.
- Financial assistance provided by the hospital is not a substitute for the responsibility of government and employers to find solutions to expand access to health care coverage of all Massachusetts residents.

## II. DELIVERY OF HEALTHCARE SERVICES

The hospital evaluates the delivery of health care services for all patients who present for services regardless of their ability to pay. However, non-emergent or non-urgent health care services (i.e., elective or primary care services) may be delayed or deferred based on the consultation with the hospital's clinical staff and, if necessary and, if available, the patients primary care provider. The hospital may decline to provide a patient with non-emergent, non-urgent services in those cases when the Hospital is unable to identify a payment source or eligibility in a financial assistance program. Such programs include MassHealth, Commonwealth Care, Children's Medical Security Plan, Healthy Start, Health Safety Net, and others. Choices related to the delivery and access to care is often defined in either the insurance carrier's or the financial assistance program's coverage manual.

The urgency of treatment associated with each patient presenting clinical symptoms will be determined by a medical professional as determined by local standards of practice, national and state clinical standards of care, and the hospital medical staff policies and procedures. Further, all hospitals follow the federal Emergency Medical Treatment and Active Labor Act (EMTALA) requirements by conducting a medical screening examination to determine whether an emergency medical condition exists. It is important to note that classification of patients' medical condition is for clinical management purposes only, and such classifications are intended for addressing the order in which physicians should see patients based on their presenting clinical symptoms. These classifications do not reflect evaluation of the patient's medical condition reflected in final diagnosis.

For those patients that are uninsured or underinsured, the hospital will work with patients to assist with finding a financial assistance program that may cover some or all of their unpaid hospital bills(s). For those patients with private insurance, the hospital must work through the patient and the insurer to determine what may be covered under the patient's insurance policy. As the hospital is often not able to get this information from the insurer in a timely manner, it is the patient's obligation to know what services will be covered prior to seeking non-emergency level and non-urgent care services. For purposes of this policy, the following services are differentiated in the following manner for determining the medical care needed and what may be covered by a specific public or private coverage option for consideration of a patient's allowable bad debt:

### A. Emergency and Urgent Care Services

Any patient who comes to the Hospital will be evaluated as to the level of emergency level or urgent care services without regard to the patient's identification, insurance coverage, or ability to pay. The evaluation of emergency level or urgent care services as defined below is further used by the Hospital for purposes of determining emergency and urgent bad debt coverage under the Health Safety Net Fund.

a. Emergency Level Services includes:

i. Medically necessary services provided to an individual with a medical condition, whether physical or mental, manifesting itself by symptoms of sufficient severity including severe pain, that the absence of prompt medical attention could reasonably be expected by a prudent layperson who possesses an average knowledge of health and medicine to result in placing the health of the person or another person in serious impairment to body function, or serious dysfunction of any body organ or part, or, with respect to a pregnant woman, as further defined in 42 U.S.C. sec. 1395dd(e)(1)(B). A medical screening examination and any subsequent treatment for any other such service rendered to the extent required pursuant to the federal EMTALA (42 UCS sec 1295dd) qualifies as an Emergency Level Service.

b. Urgent Care Services include:

i. Medically necessary services provided in an Acute Hospital or Community Health Center after the sudden onset of a medical condition, whether physical or mental, Manifesting itself by acute symptoms of sufficient severity (including severe pain) that a prudent layperson would believe that the absence of medical attention within 24 hours could reasonably expect to result in placing a patient's health in jeopardy, Impairment to bodily function, or dysfunction of any bodily organ or part. Urgent Care Services are provided for conditions that are not life threatening and do not Pose a high risk of serious damage to an individual's health. Urgent Care Services do not include Primary or Elective Care.

c. EMTALA Level Requirements:

i. In accordance with federal requirements 42 USC sec. 1395dd, EMTALA is triggered for anyone who comes to the hospital property requesting examination or treatment of an emergency level service (emergency medical condition), or who enters the emergency department requesting examination or treatment for a medical condition. Most commonly, unscheduled persons present themselves at the emergency department. However, unscheduled persons requesting services for an emergency medical condition while presenting at another inpatient unit, clinic, or other ancillary area may also be subject to an emergency medical screening examination in accordance with EMTALA. Examination and treatment for emergency medical conditions or any such other service rendered to the extent required under EMTALA, will be provided to the patient and will qualify as emergency care. The determination that there is an emergency medical condition is made by examining physician or other qualified medical personnel of the hospital as documented in the medical record. The determination that there is an urgent or primary medical condition is also made by the examining physician or other qualified medical personnel of the hospital as documented in the medical record.

**B. Non-Emergent, Non-Urgent Services:**

For patients who either (1) arrive to the hospital seeking non-emergent or non-urgent level care or (2) seek additional care following stabilization of an emergency medical condition, the hospital may provide

Elective services after consulting with the hospital's clinical staff and reviewing the patient's coverage options.

- a. Elective Services: Medically necessary services that do not meet the definition of Emergent or Urgent above. Typically, these services are either primary care services or medical procedures scheduled in advance by the patient or by the health care provider (hospital physician office, other).

**C. Locations where patients may present:**

All patients are able to seek emergency level services and urgent care services when they come to the hospital emergency department or designated urgent care areas. However, patients with emergent and urgent conditions may also present in a variety of other locations including but not limited to Labor and Delivery, ancillary departments, hospital clinics and other areas. The hospital also provides other elective services at the main hospital, clinics and other outpatient locations.



### **III. DOCUMENTING ELIGIBILITY FOR ENROLLMENT IN MASSACHUSETTS PUBLIC ASSISTANCE PROGRAMS**

#### **A. General Principles**

Financial assistance is intended to assist low-income individuals who do not otherwise have the ability to pay for their health care services. Such assistance takes into account each individual's ability to contribute to the cost of his or her care. For those individuals that are uninsured or underinsured, the hospital will when requested, help them with applying for available financial assistance programs that may cover all or some of their unpaid hospital bills. The Hospital provides this assistance for both residents and non residents of Massachusetts; however, there may not be coverage through a Massachusetts public assistance program for an out-of state resident. In order for the hospital to assist uninsured and underinsured individuals find the most appropriate coverage options as well as determine if the individual is financially eligible for any discounts in payments, individuals must actively work with hospitals to verify their documented family income, other insurance coverage, and any other information that could be used in determining eligibility.

#### **B. Enrollment in a Public Assistance Program**

Hospitals have no role in specifically determining the eligibility for enrollment within a public assistance program. In Massachusetts, individuals apply for coverage in MassHealth, the premium assistance payment program offered through the Health Connector (including ConnectorCare), Health Safety Net, the Children's Medical Security Program, or Medical Hardship must do so through a single uniform application that is submitted through the states' enrollment system call the Health Insurance Exchange (HIX). Through this process, the individual can submit an application through an online website (which is centrally located on the state's Health Connector Website), a paper application, or over the phone with a customer service representative located at either MassHealth or the Connector. Individuals may also ask for assistance from the hospital's certified application counselor with submitting the application either on the website or through a paper application.

In order to apply for coverage, the following process occurs:

1. An individual is requested to develop an online account for use by the state to conduct an identity verification of the individual. Once this is completed, the individual is then able to submit a completed application through the system on the Connector Website. If the individual does not want to go through the online identity verification system, they can submit a paper application. Other verification may still be needed, including proof of income, residency, and citizenship.
2. Once the application is received, the state will verify the eligibility by comparing the individual's financial and other demographic information to a federal data site as well as conducting an income review using a modified adjusted gross income review. If necessary, the individual will also submit additional verification as requested by the system. Once this occurs, the individual is deemed:
  - a. Eligible for MassHealth coverage, upon which the individual is notified by mail from MassHealth which includes eligibility information including start date and other pertinent information; or

b. If the individual is eligible for a qualified health plan through the Health Connector Program, they are notified or their eligibility and directed to take additional steps. This includes: (1) choosing a plan, (2) paying the monthly premium, (3) enrolling and receiving proof of coverage.

More information regarding the MassHealth and Connector program benefits and application process can be found at [www.mass.gov/masshelath](http://www.mass.gov/masshelath) and [www.mahealthconnector.org](http://www.mahealthconnector.org).

#### **IV. ASSISTING INDIVIDUAL SEEKING COVERAGE THROUGH A MASSACHUSETTS PUBLIC ASSISTANCE PROGRAM / NOTICE OF AVAILABILITY OF FINANCIAL ASSISTANCE**

##### **1) General Principles:**

For those individuals who are uninsured or underinsured, the hospital will work with them to assist with applying for available financial assistance programs that may cover some or all of their unpaid hospital bills. In order to help uninsured and underinsured individuals find available and appropriate financial assistance, programs, the hospital will provide all individuals with a general notice of the availability of programs in both the bills that are sent to individuals as well as in general notices that are posted throughout the hospital. The goal of these notices is to assist individuals in applying for coverage within a public assistance program, including MassHealth, premium assistance payment program offered through the Health Connector (including ConnectorCare), Health Safety Net, the Children's Medical Security Program, and Medical Hardship.

##### **2) Role of Hospital Certified Application Counselor**

The hospital provides individuals with information about financial assistance programs that are available through the Commonwealth of Massachusetts. By Contracting with Executive Office Health and Human Services (MassHealth) and the Commonwealth Health Insurance Connector Authority (Connector) the hospital has been deemed a Certified Application Counselor Organization. Through this authority, the hospital works with its staff, contractors and volunteers to be trained in the eligibility and benefit rules and regulations and be certified as a Certified Application Counselor (CAC) to assist individual with enrollment in MassHealth, premium assistance payment program offered by the Health Connector (including ConnectorCare), Health Safety Net, the Children's Medical Security Program, and Medical Hardship.

As a Certified Application Counselor (CAC), the hospital staff will inform the individual of the functions and responsibility of a CAC, seek the individual sign a Certified Application Counselor Designation Form, and assist the individual find applicable public assistance by:

- a) providing information about the full range of programs, including MassHealth, premium assistance payment program offered by the Health Connector (including ConnectorCare), Health Safety Net, the Children's Medical Security Program, and Medical Hardship.
- b) helping individuals complete an application or renewal;
- c) working with the individual to provide required documentation;
- d) submitting applications and renewals to the specific programs;

- e) interacting, when applicable and as allowed under the current system limitations, with the programs on the status of such applications and renewals;
- f) helping to facilitate enrollment of applicants or beneficiaries in Insurance Programs; and
- g) offer and provide voter registration assistance.

It is the individual's obligation to provide the hospital with accurate and timely information regarding full name, address, telephone number, date of birth, social security number (if available), current insurance coverage options (including motor vehicle liability insurance) that can cover the cost of the care received, any other applicable financial resources, and citizenship and residency information. This information will be submitted to the state as part of the application for public program assistance to determine coverage for the services provided to the individual.

If there is no specific coverage for the services provided, the hospital will work with the patient to determine if a different state program option, such as applying for Medical Hardship through the Health Safety Net, would be available following the Health Safety Net regulations. It is the patient's obligation to provide all necessary information as requested by the hospital in an appropriate timeframe to ensure that the hospital can submit a completed application. The hospital will endeavor to submit the total and completed application within five (5) business days of receiving all necessary information from the patient. If the total and completed application is not submitted within five (5) business days of receiving all necessary information in the timeframe requested by the hospital, collection actions may not be taken against the patient with respect to bills eligible for Medical Hardship.

If the individual or guarantor is unable to provide the necessary information, the hospital may (at the individual's request) make reasonable efforts to obtain any additional information from other sources. Such efforts also include working with individuals, when requested by the individual, to determine if a bill for services should be sent to the individual to assist with meeting the One-time Deductible. This will occur when the individual is scheduling their services, during pre-registration, while the individual is admitted in the hospital, upon discharge, or for a reasonable time following discharge from the hospital. Information that the hospital obtains will be maintained in accordance with applicable federal and state privacy and security laws.

The hospital will also conduct reasonable efforts to investigate whether a third party resource may be responsible for the services provided by the hospital, including but not limited to: (1) a motor vehicle or home owner's liability policy, (2) general accident or personal injury protection policies, (3) worker's compensation programs, (4) student insurance policies, among others. In accordance with applicable state regulations or the insurance contract, for any claim where the hospital's reasonable efforts resulted in a payment from such sources listed above, the hospital works with each individual to notify them of their responsibility to report the payment and offset it against any claim made to MassHealth, the Health Safety Net, or other applicable programs.

### **3) Notification Practices:**

The hospital will post a notice (signs) of availability of financial assistance as outlined in this credit and collection policy in the following locations:

- a) Service Delivery Areas(e.g., Inpatient, Emergency, and Outpatient, areas);
- b) Certified Application Counselor offices;
- c) Admission / registration areas; and /or
- d) Financial offices that is open to individuals.

Posted signs will be clearly visible and legible to individuals visiting these areas. The hospital will also include a notice about the availability of financial assistance in all initial bills.

When the individual contacts the hospital, the hospital CACs will attempt to identify if an individual qualifies for a public assistance program or through the hospital financial assistance program. An individual who is enrolled in a public assistance program may qualify for certain benefits. Individuals may also qualify for additional assistance based on the hospital's financial assistance program based on the individual's documented income and allowable medical expenses.

All signs and notices shall be translated into languages other than English if such language is spoken by 5% or more of the population residing in the hospital service area. Currently the hospital's non English speaking servicing area is less than 5% based upon data supplied by the Federal Census Bureau.

### **4) Hospital Determined Presumptive Determination:**

Applicants are determined presumptively eligible for Mass Health coverage by qualified hospitals on the basis of self-attested eligibility factors, including but not limited to household income, household size, pregnancy status, parent or caretaker relative status, immigration status, and Massachusetts residency status. If found eligible, the applicant receives Mass Health coverage effective immediately, but for a limited amount of time. Qualified hospitals are required to offer to assist applicants in completing a full application to be considered for continued coverage. Applicants who are determined eligible through HPE and complete a full application in a timely manner will remain in HPE until Mass Health determines eligibility based on a full application.

Applicants approved for coverage through HPE will receive an approval notice from the qualified hospital when the qualified hospital makes the HPE eligibility determination. The approval notice will include the HPE approval as well as the qualified hospital's name and contact information. In many cases, the approval notice provided by the qualified hospital will not include a member ID due to the lag time in getting the approval information into Mass Health systems. Mass Health will also mail applicants approved through HPE a confirmation approval letter on Mass Health letterhead. This letter will contain the member ID. Either the letter from the qualified hospital or the letter from Mass Health may be used as proof of coverage. Providers will also be able to verify coverage in EVS, once established. The EVS message for coverage determined through HPE will reflect fee-for-service coverage in Mass Health Standard, Family Assistance, or Care Plus. No member ID cards will be provided for coverage determined through HPE. Members are directed to use the letter from the hospital or Mass Health as proof of coverage.

## V. ACQUISITION OF PATIENT INFORMATION

The hospital, using diligent effort, has a fiduciary duty to seek reimbursement for services it has provided from individuals, who are able to pay, from third party insurers who cover the cost of care, and from other programs of assistance for which the patient is eligible. To determine whether a patient is able to pay for the services provided as well as to assist the patient in finding alternative coverage options if they are uninsured or underinsured, the hospital follows the following criteria related to billing and collecting from patients.

### A. Collecting Information on Patient Financial Resources and Insurance Coverage

#### a) Patient Obligations:

Prior to the delivery of any health care services (except for cases that are an emergency or urgent care service level), the patient is expected to provide timely and accurate information on his/her insurance status, demographic information, changes to their family income or insurance status, and information on any deductibles or co-payments that are owed based on their existing insurance or financial program's payment obligations. The detailed information will include:

- 1) Full name, address, telephone number, date of birth, social security number (if available), current health insurance coverage options, citizenship and residency information, and the patient's applicable financial resources that may be used to pay his/her bill;
- 2) Full name of the patient's guarantor, his/her address, telephone number, date of birth, social security number (if available), current health insurance coverage options, and his/her applicable financial resources that may be used to pay for the patient's bill; and
- 3) Other resources that may be used to pay his/her bills, including other insurance programs, motor vehicle or homeowners insurance policies if the treatment was due to an accident, worker's compensation programs, student insurance policies, and any other family income such as an inheritances, gifts, or distributions from an available trust, among others.

It is ultimately the patient's obligation to keep track of and timely pay his/her unpaid hospital bill, including any existing co-payments and deductibles. The patient is further required to inform either his/her current health insurer( if they have one) or the agency that determined the patient's eligibility status in a public program of any changes in family income or insurance status. The hospital may also assist the patient with updating his/her eligibility in a public program when there are any changes in Family Income or insurance status, but only if the hospital is made aware by the patient of facts that may indicate a change in the patient's eligibility status.

Patients are required to notify the applicable public program in which they are enrolled (e.g., Office of Medicaid and the Health Safety Net), of any information related to a change in family income or any lawsuit or insurance claim that may cover the cost of the services provided by the hospital. A patient is further required to assign the right to a third party payment that will cover the costs of the services paid by the applicable public program, such as the Office of Medicaid or the Health Safety Net. The patient must notify the Health Safety Net Office or MassHealth in writing within 10 days of filing any claim, civil action, or other proceeding.

#### b) Hospital Obligations:

The hospital will make all reasonable efforts to collect the patient insurance status and other information to verify coverage for the health care services to be provided by the hospital. For many

patient's coverage determination is made by either asking for a copy of the patient's insurance card or checking the MassHealth Eligibility Verification System (EVS) for coverage under an applicable public program. All information will be obtained prior to the delivery of any non-emergent and non-urgent health care services (i.e., elective procedures as defined in this credit and collection policy). The hospital will delay any attempt to obtain this information during the delivery of any EMTALA level emergency or urgent care services, if the process to obtain this information will delay or interfere with either the medical screening examination or the services undertaken to stabilize an emergency medical condition.

The hospital's reasonable and diligent efforts will include, but is not limited to, requesting information about the patient's insurance status, checking any available public or private insurance databases, and following the billing rules of a known third party payer. When hospital registration or admission staff are made aware of any such information, they shall also inform patients of their responsibility to inform the appropriate public program of any changes to family income or insurance status, including any lawsuit or insurance claim that may cover the cost of the services provided by the hospital.

The Admitting/Outpatient Registration department is responsible to gather and verify all patient demographic and health insurance information during the pre-registration process or at the time of registration. Elective or scheduled procedures that are pre-booked are handled by the Admitting or Pre Registration department. The hospital complies with the insurer's billing and authorization requirements and requirements for notifications of admission.

Urgent or Emergent patients that are treated as an Inpatient, Observation or Surgical Service will have third party payer information verified by the Admitting or ED Registration Department. In an emergency or after hours situation if insufficient information is gathered, a Benefit Representative or Patient Financial Counselor will attempt to obtain all necessary information prior to or at time of discharge. All visits to a patient's room will be coordinated and approved by the nursing staff before attempting to interview a patient.

If the patient or guarantor/guardian is unable to provide the information needed, and the patient consents, the hospital will make reasonable efforts to contact relative, friends, guarantor/guardian, and /or other appropriate third parties for additional information. This may occur when the patient is scheduling his/her services, during pre-registration while the patient is admitted in the hospital, upon discharge, or for a reasonable time following discharge from the hospital.

The hospital will also make reasonable and diligent efforts to investigate whether a third party payer may be responsible for the services-provided by the hospital, including but not limited to: (1) a motor vehicle or home owner's liability policy, (2) general accident policies, (3) workers' compensation programs, (4) student insurance policies, among others. In accordance with applicable state laws or the insurance contract, for any claims where the hospital's reasonable and diligent efforts resulted in a payment from a private insurer or public-program, the hospital will report the payment and offset it against any claim that may have been paid by the private insurer or public program. For state public assistance programs, the hospital is not required to secure assignment on a patient's right to a third party coverage on services provided due to an accident. In these cases the State of Massachusetts will attempt to seek assignment on the costs of the services provided to the patient and which was paid for by either the Office of Medicaid or the Health Safety Net.

The hospital maintains all information in accordance with applicable federal and state privacy, security, and ID Theft laws.

#### **IV. HOSPITAL BILLING PRACTICES**

Heywood Hospital administers billing practices and diligent efforts that are efficient in order to secure reimbursement. Accounts are billed timely and accurately following third party regulations.

Before a bill is sent to the payer, it is checked for accuracy of demographics, codes, identification numbers, dates of service matching charges and reasonableness of charges.

Claims for covered services are submitted electronically or manually as soon as possible after discharge or date of service. Accounts are updated with notations from the electronic or manual submission file.

##### **A. LATE CHARGES**

Charges are to be considered late when charges are received after the initial billing. These charges will be processed according to the Late Charge Billing Procedure.

##### **B. BILLING FOLLOW UP**

The Patient Accounting Department will make all reasonable efforts to collect amounts owed and resolve issues with third party payers. All action taken will be notated on account screens; to include date, name and telephone number of person spoken to and any action taken or required.

Follow up time frame criteria is used for the system's automatic message to the staff indicating which accounts need follow up. These ticklers are generated during system close and are in the staff's queue that morning. Open accounts reports are routinely run and reviewed by the staff and management.

##### **C. REJECTIONS/DENIED CLAIMS**

Rejections should be completed within a week of receipt. The reject advices are coded and keyed on the account. The account is then analyzed. Other listed coverage is billed when appropriate. If the reject is correct and no other coverage is listed the account is made a self-pay. If the reject is incorrect or questionable, the A/R representative follows up online, via the phone, or via memo with the appropriate documentation.



## **VII. ACCOUNTS RECEIVABLE**

### **A. CREDIT BALANCES**

Inpatient and Outpatient credit balances are worked from the monthly credit balance report. The accounts are analyzed and processed either by (1) an adjustment, (2) a third party notification for retractions of COB, (3) a refund or (4) a transfer.

Current credit aged trial balances are run and worked weekly.

### **B. PATIENT REFUND PROCEDURE**

Over-payments or incorrect payment received by the hospital will be refunded on a timely basis. The process provides an audit trail and internal control of all refund checks issued. If the patient has other outstanding balances on other accounts, the refund will be applied against the other open account. Medicare patients with a self-pay credit balance will be contacted to check their preference for either a refund or a transfer of funds between open accounts for any self pay balances.

### **C. RETURNED PATIENT REFUND PROCEDURE**

If after utilizing normal procedures to determine the appropriate address of the patient it still cannot be determined, checks that cannot be delivered will be notated and become part of the abandoned property procedure.

If a refund check is returned from a third party, the refund is to be researched and resolved.

If the third party deems the refund belongs to the patient, the Patient Accounts Representative is to attach the notice to the account and void the check. The Patient Accounts Representative will follow the Patient Refund policy at this point. The Patient Accounts Representative will also reverse the code showing a refund was issued thus creating a new credit.

### **D. AUDITS**

Third party audits are handled as received by the Health Information Management Department. Accounts are printed and the appropriate data is provided. Patient Accounts follows through on their designated audits and passes the information on to other areas when applicable.

### **E. THIRD PARTY INVOICES**

Third party invoices are processed as received. They are reviewed by the Financial Analyst and appealed if necessary.

### **F. SMALL BALANCES**

Small balance accounts (-\$9.99 through \$9.99) are automatically adjusted by the system as a hospital write-off. Small balances write-offs will not be billed to the pool.

## **VIII. HOSPITAL COLLECTION PRACTICES**

### **A. GENERAL INFORMATION**

The hospital will strive to maximize third party reimbursement at all times. However, when the third party coverage fails to cover the services rendered in full or no third party coverage is in effect, we must look to the patient or the patient's representative to pay.

All known patient portions are payable in full at the time services are rendered, unless the patient qualifies for Public Assistance or requires emergency services. Patients who qualify for public assistance or who service is coded emergent are not required to make payments in full at the time services are rendered. If a patient is unable to pay the full balance, the hospital may make financial arrangements with the patient. The hospital offers a payment plan option providing for installment payments of the patient's bill.

When a patient (or patient representative) present to make financial arrangements because they are not insured or are underinsured, the Patient Account Coordinator, in accordance with hospital policy and procedure, will handle arrangements. The Patient Accounts Coordinator will attempt set up a payment arrangement with the patient, or if appropriate will direct the patient to a Patient Financial Counselor who will start the Public Assistance procedure at this time if the patient appears to be eligible or assist with any other applicable public assistance.

If the patient is ineligible or chooses not to seek this type of assistance, the Patient Accounts Coordinator will make the appropriate financial arrangements as defined in the Payment Plan section below.

Prior to treatment, the hospital will make reasonable efforts to obtain the necessary information to determine responsibility for payment of hospital outpatient services. This information will be collected by direct contact with the patient, guarantor or the physician's office requesting the service. No patient will be denied emergency treatment. If a patient is seeking a service on an elective basis and financial arrangement cannot be agreed before the service is rendered, that service may be delayed until appropriate arrangements are made. The decision that a service is medically necessary and must be rendered will be determined by the attending physician.

When the collection routine has been followed and the self pay balance remains unpaid, the Patient Accounts Manager will assign the account to bad debt status in accordance with hospital policy and procedure. The hospital will strive to assign all accounts within 150 days from the self pay liability, but not less than 120 days from the date of service.

All self-pay balances will be dunned at least every 30 days. The messages on the data statement will clearly note the amount due.

All collection activity will be noted on the patient accounts. These notes will reflect dates, including years, action taken, by whom, with whom, results of any action, and any other pertinent information. The system will record who made the notes entry.

## **B. SELF PAY**

When a balance is owed by the uninsured patient, payment in full is always requested. The following is the collection routine to be followed on all self pay account balances.

- 1) The account will be forwarded to the contracted billing company to follow the collection process.
  - a. Account will automatically be referred to the contracted billing company upon reaching final bill status or self pay accounts after third party payment. This initial bill will be sent to the patient or the party responsible for the patient's personal financial obligations. All mailings will advise the patient that Financial Assistance is available and that a Financial Counselor can be contracted.
  - b. Mailings will be sent on a 30 day incremental cycle/four statement cycle or until the balance is resolved. Follow up phone calls will be made.
  - c. Any subsequent billings, telephone calls, collection letters, personal contact notices, computer notifications, or any other notification method constitutes a genuine effort to contact the party responsible for the obligation in an effort to resolve outstanding balances. The responsible party will be informed of the availability of financial assistance.
  - d. If the patient statement is returned as incorrect address or undeliverable, attempts are made to find a better address by using one or more of the following resources. Review other open accounts for a better address. Calling the patient or using skip tracing on bad phone numbers. Using internet sources for new addresses or phone numbers.
  - e. Sending a final notice by certified mail for uninsured patients (those who are not enrolled in a public program such as the Health Safety Net or MassHealth) who incur an emergency bad debt balance over \$1,000 on Emergency Level Services only, where notices have not been returned as "incorrect address" or "undeliverable." Such notices will advise the patients of the availability of financial assistance in the communication.
  - f. All such efforts to collect balances, as well as any patient initiated inquires, will be documented in the computer billing system and available for review.
  - g. Documentation of continuous billing or collection action undertaken on a regular frequent basis is maintained. Such documentation is maintained until audit review by a federal and/or state agency of the fiscal year cost report in which the bill or account is reported. The federal Medicare program and the state Division of Health Care Finance and Policy for purposes of the Health Safety Net Program, deems 120 days as appropriate for continuous billing or collection actions.
  - h. Financial Assistance Patients who owe self pay balances will be charged the Amounts Generally Billed (ABG) unless
    1. The excess charge was not a pre-condition for medically necessary care
    2. Individual hadn't completed an application at time of the charge
    3. At time of charge, individual wasn't deemed FAP eligible

h. Checking the Massachusetts Eligibility Verification System (EVS) to ensure that the patient is not a Low Income Patient as determined by the Office of Medicaid and has not submitted an application to the Virtual Gateway system for coverage of the services under a public program, prior to submitting claims to the Health Safety Net Office for emergency bad debt coverage of an emergency level or urgent care service.

i. If not paid at the end of 120 days, the “Bad Debt Procedure” will be followed..

2) Accounts involving third party litigation that require intervention by our collection attorneys may be assigned to bad debt status and referred for follow up.

3) All collection agencies working on behalf of Heywood Hospital will commit in writing to abide by the collection practices and standards approved by Heywood Hospital.

### **C. OUTSIDE COLLECTION AGENCIES**

The hospital contracts with an outside collection agency to assist in the collection of certain accounts, including patient responsible amounts not resolved after issuance of hospital bills or final notices. However, as determined through this credit and collection policy, the hospital may assign such debt as bad debt or charity care (otherwise deemed as uncollectible) prior to 120 days if it is able to determine that the patient was unable to pay following the hospital’s own internal financial assistance program.

The hospital has a specific authorization or contra with the outside collection agency and requires such agencies to abide by the hospital’s credit and collection policies for those debts that the agency is pursuing, including the obligation to refrain from “extraordinary collection activities” until such time as the hospital has made a reasonable effort and followed a reasonable process for determining that a patient is entitled to assistance or exemption from any collection or billing procedures under this credit and collection policy. All outside collection agencies hired by the hospital will provide the patient with an opportunity to file a grievance and will forward to the hospital the results of such patient grievances. The hospital request that any outside collection agency that it uses is licensed by the Commonwealth of Massachusetts and that the outside collection agency also is in compliance with the Massachusetts Attorney General Debt Collection Regulations at 940 CMR 7.00

### **D. HOSPITAL CHARITY CARE**

Heywood offers financial assistance to qualifying patients to assist with certain self pay obligations for medically necessary services not covered by third party payers and for copayments, deductibles or coinsurance on covered services. The Hospital’s charity program is meant to supplement and not replace other coverage for services in order to ensure the financial assistance is provided where most needed. Patients eligible for health coverage through their (or a family member’s) employer or State Programs will not be eligible for the hospital’s Charity care. Financial assistance from the hospital’s charity care cannot be combined with any prompt pay discounts if provided.

The following patients will be considered qualifying patients and will be eligible for this financial assistance to the extent described below.

- a) Self pay patients with no insurance, who do not qualify for State Programs or the Health safety Net; or
- b) Patients who qualify for State Programs or Health Safety Net but have received medically necessary services prior to effective coverage date or have received medically necessary services ineligible for coverage; or
- c) Patients who qualify for partial free care but seek assistance with a partial free care deductible; or
- d) Patients who qualify for full or partial free care but have received Medically Necessary services ineligible for State Programs, free care, other governmental programs or private insurance; or
- e) Patients who are enrolled in State Programs in which the hospital is not enrolled as a provider and therefore cannot obtain payment; or
- f) Patients who are deceased and have no estate will be given individual consideration; or
- g) Patients who are bankrupt will be given individual consideration; or
- h) Patients who meet Health Safety Net income criteria for Medical Hardship and have balances (after free care) of \$10,000 or more. Specifically, these patients may (1) be eligible for Medical Hardship assistance under the Health Safety Net but have patient contribution requirements greater than \$10,000 or (2) meet the Medical Hardship income criteria, but are ineligible for free care because the services received are not hospital-licensed services. In such circumstances:
  - i. Financial assistance will be determined after a review of all financial information and circumstances.
  - ii. Financial assistance will generally reduce an outstanding balance to 15% of annual income absent significant assets.
  - iii. Financial assistance up to 100% will be considered based on the patient's particular medical and financial circumstances and must be approved by the Sr. Dir of Patient Financial Services/CFO or their designee.

Non U.S. citizens will be eligible to the extent required by law and must be considered on a case by case basis based on their financial situation as additional investigation may be required to determine and assess their insurance coverage and financial circumstances.

## Eligibility Period

If a patient is determined to be eligible for financial assistance under the hospital charity care program, the determination will apply to all outstanding balances due to the hospital (including accounts referred to collection agencies) for Medically Necessary services covered by the financial assistance.

Patients who qualify for the Hospital Charity Care Program will be eligible for financial assistance to the extent described below.

Financial assistance is available to qualify patients for outstanding charges for medically necessary services not covered by the State Programs, the Health Safety Net or other third parties based on income levels.

Financial assistance is available to patients for outstanding deductibles, co-payments or co-insurance based on income levels.

### CHARITY CARE PROGRAM

| Income as percentage of Federal Poverty Income Guidelines | HH Financial Assistance for Non-covered" medically necessary service                                  | HH Financial Assistance for co-pays or deductibles* |
|---|---|---|
| 0%-200%   | 100%  | 100%  |
| 201%-400%   | Payments due after application of financial assistance will not exceed amount equal to Medicare rates | none  |

\*per inpatient admission or outpatient episode of care

## E. PROMPT PAYMENT DISCOUNTS

All patients with account balances in excess of \$500 (other than balances resulting from co-payments or deductible on insured services) are eligible to receive a prompt pay discount of 20% of the balance for claims paid in full within 30 days of the date of the initial bill. Patients must request the discount. The discount cannot be combined with Hospital's Charity Care Program.

## **F. GENERAL OVERVIEW OF COLLECTION ACTIONS**

The hospital will not undertake any “extraordinary collection activities” until such time as the hospital has made a reasonable effort and followed a reasonable review of the patient’s financial status, which will determine that a patient is entitled to financial assistance or exemption from any collection or billing activities under this credit and collection policy. The hospital will keep any and all documentation that was used in this determination pursuant to the hospital’s applicable record retention policy. Extraordinary collection activities may include lawsuits, liens on residences, arrests, body attachments, or as otherwise described below in compliance with state requirements.

## **G. INTEREST**

Heywood Hospital will not apply interest charges on overdue accounts.

## **H. CREDIT RATING SERVICES**

Heywood Hospital and its contracted collection agencies will report to credit rating companies all unpaid bad debt medical bills.

## **I. LIENS**

An agent acting on behalf of Heywood Hospital may not place a lien and/or attachment without the written approval of the hospital.

If the hospital or its agency is forced to place a lien and/or an attachment on either the personal residence or the personal automobile of a patient the following guidelines will be instituted:

- 1) The Finance Committee of the Board of Trustees must approve the action.
- 2) Said liens will not be executed against a patient whose income is less than or equal to 200% of the Federal Income Poverty Guidelines.
- 3) The Finance Committee of the Board of Trustees must approve each execution of a lien against the residence or car of any patient.
- 4) The hospital will not force the sale or foreclosure of a patient’s primary residence to pay an outstanding bill.
- 5) The hospital will not use body attachment to require the patient or responsible party to appear in court.
- 6) Heywood Hospital will not garnish wages to obtain payment on delinquent accounts without the authorization of the Finance Committee of the Board of Trustees.

## **J. BAD DEBT PROCEDURE**

Emergency Bad Debt medically necessary services will be submitted if the following conditions are met:

1. The services were provided to an uninsured patient that has not been determined to be Low Income patient and the EVS system is checked to determine if the patient has filed an application for MassHealth or the uninsured patient is assisted by Heywood Hospital in completing a MassHealth application and is determined to be a Low Income Patient or determined into a category exempt from collection action in accordance with regulation.
2. The services resulted from an emergency visit, including any ancillary services and any charge for an inpatient or observation stay.
3. The services provided were of an emergency nature and the hospital followed the Collection Action as required by state regulation.
4. The bill remains unpaid after a period of 120 days.

The hospital will assign accounts when appropriate, to either a collection agency or a law firm for further collection action if the account balance warrants such action. The decision of which type of agent to assign to an account to will be made by the Patient Accounts Manager.

A listing of all accounts written off to Bad Debt will be maintained by the Patient Accounts Manager, by month, within fiscal years. A clear audit trail will be kept so all actions taken to collect the debt will be noted.

The hospital will submit all eligible emergency Bad Debts according to 114.6 CMR 13.06 (2).

## **K. EXEMPTION FROM SELF PAY BILLING AND COLLECTION ACTIVITIES**

The following individuals and patient populations are exempt from any collection or billing procedures beyond the initial bill pursuant to state regulations:

### 1) PUBLIC HEALTH PROGRAMS

(a) Patients enrolled in a public health insurance program, including but not limited to, MassHealth, Emergency Aid to the Elderly, Disabled and Children, Health Start, Children's Medical Security Plan, "Low Income Patients" as determined by the Office of Medicaid-subject to the following:

(i) The hospital may seek collection action against any patient enrolled in the above mentioned programs for their required co-payments and deductibles that are set forth by each specific program.



(ii) The hospital may also initiate billing or collection for a patient who alleges that he or she is a participant in a financial assistance program that covers the costs of the hospital services, but fails to provide proof of such participation. Upon receipt of satisfactory proof that a patient is a participant in a financial assistance program, (including receipt or verification of signed application) the hospital shall cease its billing or collection activities.

(iii) The hospital may continue collection action on any Low Income Patient for services rendered prior to the Low Income Patient determination, provided that the current Low Income Patient status has been terminated or expired. However, once a patient is determined eligible and enrolled in the Health Safety Net, MassHealth, or certain Commonwealth Care programs, the hospital will cease collection activity for services provided prior to the beginning of their eligibility.

(iv) The hospital may seek collection action against any of the patients participating in the programs listed above for non-covered services that the patient has agreed to be responsible for, provided that the hospital obtained the patient's prior written consent to be billed for the service.

(v) The hospital will not undertake collection action against an individual that has been approved for Medical Hardship under the Massachusetts Health Safety Net program with respect to the amount of the bill that exceeds the Medical Hardship contribution. If a claim already submitted as Emergency Bad Debt becomes eligible for Medical Hardship payment from the Health Safety Net, the hospital must cease collection activity on the patient for the services.

(vi) If the hospital, in assisting the applicant, fails to submit the completed application to the Health Safety Net Office within that time frame, the hospital may not undertake a Collection Action against the applicant with respect to any bills that would have been eligible for Medical Hardship payment had the application been submitted and approved.

b) The hospital will not garnish a Low Income Patient's (as determined by the Office of Medicaid) or their guarantor's wages or execute a lien on the Low Income Patient's or their guarantor's personal residence or motor vehicle unless: (1) the hospital can show the patient or their guarantor has the ability to pay, (2) the patient/guarantor did not respond to hospital requests for information or the patient/guarantor refused to cooperate with the hospital to seek an available financial assistance program, or (3) for purposes of the lien, it was approved by the hospital's Board of Trustees on an individual case by case basis.

c) The hospital may bill Low Income Patients for services other than Eligible Services provided at the request of the patient and for which the patient has agreed to be responsible. The hospital will obtain the patient's written consent in advance. At the request of the Patient, Heywood Hospital may bill a Low Income Patient in order to allow the patient to meet the required CommonHealth One-time Deductible as described in 130 CMR 506.009:

The One-time Deductible. The following are exceptions that will not be billed to Low Income Patients:

- (i) Claims related to medical errors including services directly related to a Serious Reportable Event (SRE) as defined in 105 CMR 130.332(A).
- (ii) Claims denied by the patient's primary insurer due to an administrative or billing error.

## 2) BANKRUPTCY

The hospital and its agents shall not continue collection or billing on a patient who is a member of a bankruptcy proceeding except to secure its right as a creditor in the appropriate order, provided that the state of Massachusetts will file its own recovery action for those patients enrolled in Mass Health or the Health Safety Net.

When the hospital receives legal notice a patient (or guarantor) is filing for bankruptcy the following procedure will be instituted by the Patient Accounts Coordinator.

- 1) All action should take place as soon as possible after receipt of the notice.
- 2) The legal notice is to be date stamped and initialed. Whenever possible, the envelope is to be retained with the notice and scanned into the patient's account.
- 3) The PA Coordinator is to check the A/R system and the Bad Debt listings from the agencies to find all accounts that are affected by the notice. Open accounts are to be noted with the date and fact a bankruptcy is being filed. A copy of the bankruptcy notice will be attached to an adjustment sheet and the account is to be written off to Bad Debt manual. If an agency is involved, they should be immediately notified.

## **L. ELIGIBLE CLAIMS TO THE HEALTH SAFETY NET OFFICE**

In compliance with the DHCFP regulations Heywood Hospital will submit the following eligible services for payment from the Health Safety Net Office.

- 1) Eligible services provided to Low Income Patients approved for Health Safety Net Primacy and /or Secondary.
- 2) Eligible services provided to Low Income Patients approved for Health Safety Net Partial, to the extent that such services are in excess of the patient's annual deductible.

3) Eligible services for approved Medical Hardship patients, to the extent that eligible medical expenses exceed the patient's Medical Hardship contribution.

4) Emergency Bad Debt Services – Services provided to an individual uninsured for the services provided and not a Low Income patient, when the services are provided after the onset of a medical condition whether physical or mental, manifesting itself by acute symptoms of sufficient severity, including severe pain, which a prudent lay person would reasonably believe is an immediate threat to life or has a high risk of serious damage to the individual's health. Conditions include, but are not limited to those which may result in jeopardizing the patient's health, serious impairment to bodily functions, serious dysfunction of any bodily organ or part, or active labor in women. Examination or treatment for emergency medical conditions or any such other service rendered to the extent required pursuant to EMTALA qualifies as Emergency Care. Such services will only be claimed to the extent that they remain unpaid after 120 days and normal billing and collection activity.

5) Motor Vehicle Accidents and Other Recoveries- The hospital may submit a claim for a Low Income Patient injured in a motor vehicle accident only if we:

a. has investigated whether the patient, driver, and /or owner of the other motor vehicle liability policy;

b. has obtained assignment of the patient's right to third-party coverage of claims or possible recovery of claims as the result of tort action, as applicable.

c. has made every effort to obtain the third party payer information from the patient;

d. has made diligent efforts to obtain payment from other resources, including personal injury protection (PIP) payments, so that the Health Safety Net Office will be the payer of last resort.

e. have retained evidence of such efforts, including documentation of phone calls and letters to the patient; and

f. where applicable, has properly submitted a claim for payment to the motor vehicle liability insurer. For motor vehicle accidents and all other recoveries on claims previously billed to the Health Safety Net, the hospital must report the recovery to the HSN. The recovery will be offset against the claim for Eligible Services.

6) If the hospital bills for eligible services and the Division, or its agent, identifies a third-party resource after the hospital has billed and received payment from the Health Safety Net, the Division, or its agent, will notify the hospital of this available third-party resource.

- a. Upon receipt of the notification, the hospital will remit the HSN payment or provide documentation of the diligent efforts (as defined by regulation and noted in the definitions section) taken to obtain payment from the third party resource.
- b. The Division, or its agent, will review the submitted documentation to determine whether the hospital made diligent efforts.
- c. If the Division, or its agent, determines the hospital did not make diligent efforts to receive payment from the third-party, The Health Safety Net may recover the payment by deducting it from future payments.

#### **M. SERIOUS REPORTABLE EVENTS**

Heywood Hospital will not bill the Health Safety Net Office (HSN) for services directly related to a Serious Reportable Event (SRE) as defined by Massachusetts state regulations (105 CMR 130.32(A)).

- 1) The hospital will not charge, bill, or otherwise seek payment for HSN, a patient, or any other payer as required by state regulation (105 CMR 130.332) for services provided as a result of a SRE occurring on premises covered by the hospital's license, if we determine that the SRE was:
  - a. Preventable;
  - b. Within the provider's control; and
  - c. Unambiguously the result of a system failure as required by 105 CMR 130.332 (B) and (C).
- 2) The hospital shall not charge, bill, or otherwise seek payment from the HSN, a patient, or any other payer as required by 105 CMR 130.332 for services directly related to:
  - a. The occurrence of the SRE;
  - b. The correction or remediation of the event; or
  - c. Subsequent complications arising from the event as determined by the Health Safety Net Office on a case-by-case basis.
- 3) The hospital may submit a claim for services it provides that result from an SRE that did not occur on its premises only if the treating facility and the facility responsible for the SRE do not have common ownership or a common corporate parent.

4) Readmissions to the same hospital or follow-up care provided by the same provider or a provider owned by the same parent organization are not billable if the services are associated with the SRE as described in bullet 2) of the section, above.

## **IX. DEPOSITS AND INSTALLMENT PAYMENTS**

### **A. PAYMENT PLANS**

Patients expressing difficulty in meeting their financial obligations (after all coverage options have been exhausted) will be offered a monthly budgeted payment plan. Specific Payment plan guidelines are defined in hospital policy and procedure.

For those patients qualifying for the hospital's Charity Care Program, there are specific payment arrangement guidelines established in hospital policy and procedure that allow the patient to extend their payment over a longer period of time with a smaller minimum monthly balance.

For those patient qualifying as Low Income Patients pursuant to the Massachusetts Health Safety Net Program: An individual with a balance of \$1,000 or less, after initial deposit, must be offered at least a one-year payment plan interest free with a minimum monthly payment of no more than \$25.00. A patient that has a balance of more than \$1,000, after initial deposit, must be offered at least a two-year interest free payment plan.

Patients who cease making monthly budgeted payments without establishing alternative arrangement will be subject to the normal Self-Pay Billing and Collection processes including referral to an external agency.

Payment plans are offered as defined here to all Heywood Hospital facilities, regardless of on main campus or satellite/off campus locations.

### **B. DEPOSITS**

Pursuant to the Massachusetts Health Safety Net regulations pertaining to patients that are either: (1) determined to be a "Low Income Patient" or (2) qualify for Medical Hardship, the hospital provides the following deposits and installment plans. Any other plan will be based on the hospital's own internal financial assistance program, and will not apply to patients who have the ability to pay.

#### **Emergency Services**

Heywood Hospital will not require pre-admission and/or pre-treatment deposits from individuals that require Emergency Level Services or that are determined to be Low Income Patients.

Heywood Hospital reserves the right to request advance deposits in the following instances

- Patients who receive elective, cosmetic or non-medically necessary services may be required to pay an amount equal to 100% of expected charges prior to service.
- Patients who do not have verifiable insurance coverage and do not qualify for Low Income Patient statuses are required to pay an advance deposit if the service to be performed is of an elective nature. Failure to meet the deposit requirement will result in postponement or deferral of service provided the attending physician's determination is that the procedure is NOT medically necessary.
- Patients traveling from foreign countries to Heywood Hospital to receive elective, cosmetic or non-medically necessary services will be required to pay the full estimated bill in advance.
- Low Income Patient Deposits: The hospital may request a deposit from individuals determined to be Low Income Patients. Such deposits must be limited to 20% of the deductible amount, up to \$500. All remaining balances are subject to the payment plan conditions established in 114.6 CMR 13.08.
- Deposits for Medical Hardship Patients: The hospital may request a deposit from patients eligible for Medical Hardship. Deposits will be limited to 20% of the Medical Hardship up to \$1,000. All remaining balances will be subject to the payment plan conditions established in 114.6 CMR 13.08.

## X. DEFINITIONS

1. **Amounts Generally Billed:** Calculation used by Heywood Hospital is All Allowed Claims divided by Gross Charges for Claims utilizing the Look back Method.
2. **Bad debt.** An account receivable based on services furnished to a Patient that is (a) regarded as uncollectible, following reasonable collection efforts consistent with the requirements in 101 CMR 613.06; (b) charged as a credit loss; (c) not the obligation of a governmental unit or the federal government or any agency thereof; and (d) not a Reimbursable Health Service.
3. **Collection Action.** Any activity by which the hospital or its designated agent requests payment for services from a patient or responsible party. A collection action shall include requesting pre-admission or pretreatment deposits, billing statements, collection letters, telephone contacts, personal contacts and activities of collection agencies and attorneys.
4. **Diligent Efforts.** Making every effort to identify and obtain payment from all other liable parties, including insurers. Diligent efforts include but are not limited to:
  - A. Determining the existence of health insurance by asking the patient if he or she has other insurance and by using insurance databases available to the provider:
  - B. Verifying the patient's other health insurance coverage, currently known to the Health Safety Net, through EVS, or any other health insurance resource available to the provider on each date of service and at the time of billing;
  - C. Submitting claims to all insurers with the insurer's designated service code for the service provided;
  - D. Complying with the insurer's billing and authorization requirements;
  - E. Appealing a denied claim when the service is payable in whole or part by an insurer; and
  - F. Immediately return any payment received from the Division when any available third party resource has been identified. For the purposes of this definition, a potential property and casualty claim is considered available when the action has been reduced to judgment or settlement, and payment is released.
5. **Emergency Medical Condition.** A medical condition, whether physical or mental, manifesting itself by symptoms of sufficient severity, including severe pain, that the absence of prompt medical attention could reasonably be expected by a prudent layperson who possesses an average knowledge of health and medicine to result in placing the health of the person or another person in serious jeopardy, serious impairment to body function, or serious dysfunction of any body organ or part, or, with respect to a pregnant woman, as further defined in 42 U.S.C. sec 1395dd(e)(1)(B).



6. **Emergency Services.** Medically Necessary Services provided to an individual with an Emergency Medical Condition.

7. **EVS System.** The Mass Health Eligibility Verification System of the Office of Medicaid.

8. **The Hospital.** Refers to Heywood Hospital.

9. **Low Income Patient.** An individual who meets the criteria under 101 CMR 613.04(1). A patient meets the financial criteria for free or partial care under the Health Safety Net based on their income and assets for Massachusetts residents. Non-qualifying residents and non-residents of the state of Massachusetts will be screened against the Heywood Hospital Charity Care Program.

10. **Medical Hardship.** Health Safety Net eligibility type available to Massachusetts Residents at any countable income level whose allowable medical expenses have so depleted his or her countable income that he or she is unable to pay for eligible services as described in 101 CMR 613.05.

11. **Medical Hardship Family.** Persons who live together, and consist of

(a) a child or children younger than 19 years old, any of their children, and their parents;

(b) siblings younger than 19 years old and any of their children who live together even if no adult parent or caretaker relative is living in the home; or

(c) a child or children younger than 19 years old, any of their children, and their caretaker relative when no parent is living in the home. A caretaker relative may choose where or not to be part of the Medical Hardship Family. A parent may choose whether or not to be included as part of the Medical Hardship Family of a child younger than 19 years old only if that child is

1. pregnant; or

2. a parent.

A child who is absent from the home to attend school is considered as living in the home. A parent may be a natural, step, or adoptive parent. Two parents are members of the same family as long as they are both mutually responsible for one or more children that live with them.

12. **Medically Necessary Service.** A service that is reasonably expected to prevent, diagnose, prevent the worsening of, alleviate, correct, or cure conditions that endanger life, cause suffering or pain, cause physical deformity or malfunction, threaten to cause or to aggravate a disability, or result in illness or infirmity. Medically Necessary Services include inpatient and outpatient services as authorized under Title XIX of the Social Security Act.

**13. Non-Covered Services.** Non-medical services, such as social, educational, and vocational services; cosmetic surgery; canceled or missed appointments; telephone conversations or consultations; court testimony; research or the provision of experimental, unproven, or otherwise medically unnecessary procedures or treatments, specifically including, but not limited to, sex-reassignment surgery, thyroid cartilage reduction and any other related surgeries and treatments, including pre and post sex reassignment surgery hormone therapy; the provision of whole blood except for the administrative and processing costs associated with the provision of blood and its derivatives; the treatment of male or female infertility (including, but not limited to, laboratory tests, drugs, and procedures associated with such treatment); vocational rehabilitation services; sheltered workshops, recreation; services'; life-enrichment services; alcohol or drug drop in centers; drugs used for the treatment of obesity; cough and cold preparations; hormone therapy related to sex reassignment surgery; drugs related to the treatment of male or female infertility; absorptive lenses of greater than 25 percent absorption, photo chromatic lenses, sunglasses, or fashion tints; treatment of congenital dyslexia; extended wear contact lenses, invisible bi focal and the Welsh 4- Drop Lens.

**14. Primary or Elective Care.** Medical care that is not an Urgent Care Service and is required by individuals or families for the maintenance of health and the prevention of illness. Primary care consists of health care services customarily provided by general practitioners, family practitioners, general internists, general pediatricians, and primary care nurse practitioners or physician assistants. Primary care does not require the specialized resources of an Acute Hospital emergency department and excludes Ancillary Services and maternity care services.

**15. Resident.** A person living in the Commonwealth of Massachusetts with the intention to remain as defined by 130 CMR 503.002 (A) through (D). Persons who are not considered residents are

(a) individuals who came to Massachusetts for the purpose of receiving medical care in a setting other than a nursing facility, and who maintain a residence outside of Massachusetts;

(b) persons whose whereabouts are unknown; or

(c) inmates of penal institutions except in the following circumstances:

1. they are inpatients of a medical facility; or

2. they are living outside of the penal institution, are on parole, probation, or home release, and are not returning to the institution for overnight stays.

**16. State Program.** Health care programs operated and/or funded by a state that pay for health care for certain low income people. The programs include Medicaid (for patients' eligible for Medicaid in other states), Mass Health, Commonwealth Care, Children's Medical Security Plan, Healthy Start, Common Health and Emergency Aid to the Elderly, Disabled and Children.

**17. Third Party.** Any individual, entity or program that is or may be responsible to pay all or part of the cost for medical services.

**18. Underinsured Patient.** A patient whose Health Insurance Plan or self insurance plan does not pay, in whole or in part, for Health Services that are eligible for payment from the Health Safety Net Trust Fund, provided that the patient meets income eligibility standards set forth in 101 CMR 613.04.

**19. Uninsured Patient.** A patient who is a resident of the Commonwealth, who is not covered by a Health Insurance Plan or a self insurance plan, and who is not eligible for a medical assistance program. A patient who has a policy of health insurance or is a member of a health insurance or benefit program that requires such patient to make payment of deductibles or copayments or fails to cover certain medical services or procedures is not uninsured.

**20. Urgent Care.** Medically Necessary Services provided in an Acute Hospital or Community Health Center after the sudden onset of a medical condition, whether physical or mental, manifesting itself by acute symptoms of sufficient severity (including severe pain) that a prudent layperson would believe that the absence of medical attention within 24 hours could reasonably expect to result in placing a patient's health in jeopardy, impairment to bodily function, or dysfunction of any bodily organ or part. Urgent Care Services are provided for conditions that are not life threatening and do not pose a high risk of serious damage to an individual's health. Urgent Care Services do not include Primary or Elective Care.