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Owner Rhonda Sizemore: CFO
Policy Area Finance
Chapters 09 - Financial Policies and Procedures

9.23 Patient Payments and Unwillingness to Pay

Policy

Mercy Health Services strives to collect appropriate payments from patients. MHS mission is to provide access to healthcare to all regardless of a patient's ability to pay. The intent of this policy is to define "unwillingness to pay".

Definition of "Unwillingness to Pay": MHS distinguishes between a patient's inability to pay and a patient's unwillingness to pay. An 'unwillingness to pay' applies to patients who have not made an average of \$10 a month for an extended period of time (greater than 6 months) and/or have not met the terms of their payment plan agreements and/or furnished false information to MHS during the application process.

Patients who will not work with MHS (avoidance, repeated noncompliance of payment arrangements, averaged payments of \$10 or less per month for more than 6 months), MHS defines that as "unwillingness to pay".

Procedure

MHS makes reasonable efforts to collect on patient accounts utilizing the following actions; grace periods are granted throughout this process:

- A. Statements – 4 monthly statements are sent prior to next actions
- B. Courtesy calls to patient to explore and utilize patient assistance programs and resources (i.e.: creating payment plans as low as \$10/month, sliding fee eligibility, and hardship exemptions).
- C. Conferencing – Appointments are offered for patient to meet with Care Coordination to discuss, explore and utilize patient assistance/resources.
- D. Financial Counselor will notify patients that services will be restricted or denied when the

patient is deemed unwilling to pay. Once a patient has been deemed unwilling to pay, the patient will be dismissed from the practice.

All patients are expected to either present proof of third party coverage for services or make some payment for services rendered at the time of service.

Applicability:

This policy applies to all patients.

All Revision Dates

10/2019, 10/2018, 08/2017, 07/2017, 08/2013

Approval Signatures

Step Description	Approver	Date
BOD Approval	Rebecca Dyer: Chairman of the Board	10/2019
Compliance	Margaret Owens: CCO	10/2019
Exec Mngt Team & CEO approval	Cindy Siler: CEO	10/2019
Owner	Rhonda Sizemore: CFO	10/2019