

DEPT: Patient Financial Services

POLICY: To make available free or discounted services to those in need.

PURPOSE: All patients seeking health care services at Upland Hills Health are assured that they will be served regardless of ability to pay. No one is refused service because of lack of financial means to pay. This program is designed to provide free or discounted care to those who have no means, or limited means, to pay for their medical services (uninsured or underinsured).

Upland Hills Health (UHH) Clinics in Spring Green, Highland, Montfort, Barneveld, Mineral Point Medical Center of Upland Hills Health and Dodgeville Medical Center of Upland Hills Health will offer a Sliding Fee Scale (SFS) Program to all who are unable to pay for their services. UHH Clinics will base program eligibility on a person's ability to pay and will not discriminate on the basis of an individual's race, color, sex, national origin, disability, religion, age, sexual orientation, or gender identity. The Federal Poverty Guidelines are used in creating and annually updating the sliding fee schedule to determine eligibility.

PROCEDURE:

The following guidelines are to be followed in providing the Sliding Fee Scale Program.

1. Notification:

Upland Hills Health, Inc. will notify patients of the Sliding Fee Scale Program by:

- Notification of the Sliding Fee Scale Program will be available to all uninsured patients at the time of service.
- An explanation of our Sliding Fee Scale Program and our application form are available on our website at www.uplandhillshealth.com.
- Upland Hills Health Clinics listed in this policy will place notification of the Sliding Fee Scale Program in the clinic waiting room areas.

2. Qualifying Factors:

Family/Individual income: A qualifying individual must have an annual income equal to or less than 200% of the Federal Poverty Level (FPL) for family size. The FPL scale is updated annually under the federal poverty guidelines. Income includes total cash receipts for all sources before taxes including, but not limited to, wages, public assistance payments, social security, unemployment or workers' compensation benefits, union strike pay, VA benefits, child support, alimony, pension income, insurance or annuity payments, interest, rental income, royalties, estate or trust incomes, compensation for injury claims.

- Family size: Members considered for the sliding fee scale are legally claimed as dependents on a tax return.
- Households at or below 200% of the FPL based solely on annual household income and family size qualify for a 100% discount of qualified clinical services. Applicants must provide a copy of their most recent state and federal tax return and copies of their last two pay stubs. Qualified clinical services are medically-necessary services defined as care that is non-elective and needed in order to prevent death or adverse effects to the patient's health.
- Households above 200% FPL may be required to submit additional financial information and documentation and may only qualify for a partial discount of qualified clinical services through the UHH Uncompensated Care program. Any outstanding balances are subject to Upland Hills Health, Inc. collection efforts.

3. Qualifying Process:

Any patient expressing difficulty paying for clinic services will be offered an application for the SFS program. The applicant must complete the SFS application, provide the required supporting documentation, and return all information to a Patient Benefit Specialist (PBS) within 30 days. The PBS will review the application and supporting documentation and a determination of eligibility made.

The applicant will receive a letter indicating the qualified discount and payment terms for any remaining balance. The length of eligibility is determined on a case-by-case basis and is reviewed every six months.

Upland Hills Health Clinics listed in this policy reserve the right to:

- Verify the accuracy of applicant information when appropriate
- Require a payment plan for balances owed
- Encourage the patient to re-apply at any time

Services Eligible for Discount through the SFS program:

- Medical visits and medically necessary/provider recommended health maintenance services and procedures performed in the clinic setting.

Services NOT Eligible for Discount through the SFS program:

- Services performed at Upland Hills Health Clinic Mt. Horeb
- Services performed outside the clinic setting
- Hospital services
- Professional charges from Madison Radiology and Associated Pathologists
- Visiting specialists' services

- Cosmetic services
- Non-medically necessary procedures

4. Refusal to Pay:

If a patient verbally expresses an unwillingness to pay or vacates the premises without paying for services, the patient will be contacted in writing via a statement regarding their payment obligations. If the patient does not make effort to pay or fails to respond within 60 days, this constitutes refusal to pay. At this point in time, Upland Hills Health can explore options not limited to, but including offering the patient a payment plan or referring the patient to collections, per the UHH collection policy.