



Pleasant Valley Hospital

Policy Title: Financial Assistance	Effective Date: 10/01/2016
Department: Patient Financial Services	Revised Date: 04/01/2017

POLICY: The purpose of this policy is to establish standard procedures for the determination of financial assistance to patients of Pleasant Valley Hospital (PVH) that are in financial need. This policy sets forth a process for Patient Financial Services Department staff and other hospital personnel to identify those patients and families who are eligible for free or discounted care. PVH Patient Financial Services Department has the final authority for determining whether an individual is eligible for financial assistance.

PVH is dedicated to providing quality healthcare to all patients regardless of age, sex, sexual orientation, race, religion, disability, veteran, national origin, and/or ability to pay.

The services covered by this policy include all emergency and other Medically Necessary Care provided by PVH. PVH will provide, without discrimination, care for emergency medical conditions to individuals regardless of whether they are eligible for assistance. PVH shall comply with all Emergency Medical Treatment and Labor Act (EMTALA) by providing medical screening examinations and stabilizing treatment and referring or transferring an individual to another facility, when appropriate, and providing emergency services in accordance with 42 CRF 482.55 (or any successor regulation). PVH prohibits any actions that would discourage individuals from seeking emergency medical care, such as by demanding that emergency department patients' pay before receiving treatment for emergency medical conditions or by permitting debt collection activities that interfere with the provision, without discrimination, of emergency medical care.

DEFINITIONS:

Federal Poverty Guidelines – A measure defined by the United States Government based annual income and household size to indicate poverty threshold.

Gross Charges – Amounts charged for medical care.

Medically Necessary Care – Healthcare services or supplies needed to prevent, diagnose, or treat an illness, injury, condition, disease, or its symptoms and that meet accepted standards of medicine.

Medicaid – State or Federal Programs which include but are not limited to Medicaid and Medicaid

Managed Care Organizations.

INSTRUCTIONS:

Eligibility Criteria

Any patients receiving or seeking to receive emergency or other Medically Necessary Care at PVH are eligible to apply for financial assistance.

- Has a household income equal to or less than 200% of Federal Poverty Guidelines.
- Individuals residing in OH and WV and other states are requested to complete and fully cooperate in Medicaid application and eligibility determination process.
- Individual is denied Medicaid coverage.
- Application accepted 240 days from the initial patient statement date.
- Applicant must reapply every 6 months.
- Presumptive Eligibility - Through the use of proprietary data resources and scorecard development with a self-pay outsourcing agency a unique tool has been developed to identify accounts that qualify for available assistance care programs. Coupled with the ability to identify the patient's ability to pay, the agency gathers aggregated data elements related to Federal Poverty Guidelines (FPG) that indicates average household number and income. The agency can has developed a report based on Pleasant Valley Hospital's Assistance Guidelines, applying the correct formulas to assist the Hospital in administering the program. Scoring 1-10 with segments 8,9 and 10 being the lowest propensity to pay. Accounts that score in segments 8,9 and 10 will be sent back to Pleasant Valley in a separate file coded CHR (charity/financial assistance) for review of write off.

Basis for Calculating Amounts Charged to Patients

The amounts charged to patients eligible for financial assistance under PVH's Financial Assistance Policy for emergency and Medically Necessary care will not exceed the amounts generally billed (AGB) to individuals who have insurance covering these types of services. These basis for calculating will be based on the hospital's gross charges and certain related payments received during the most recently completed fiscal year. PVH's determines by multiplying the gross charges for any emergency or other medically necessary care it provides to an individual eligible for financial assistance by and an AGB percentage calculated on an annual basis. Members of the public may obtain this percentage and accompanying description of the calculation in writing and free of charge by contacting PVH Patient

Financial Services Department.

Methods for Applying for Financial Assistance

To be considered for financial assistance the individual must complete a Financial Assistance Application. Applications are available to individuals:

- Prior to receiving services an individual may contact Patient Financial Services or Financial Counselor
- From Patient Financial Services staff or Financial Counselor will discuss Financial Assistance and provide application and information to the individual.
- Financial Counselor will assist with applying Medicaid application.
- Individual may download application directly from PVH website www.pvalley.org, complete the application and return by mail to the address on the application (2520 Valley Drive, Point Pleasant, WV, 25550).
- Individual may request a copy of the application form from the Financial Counselor by telephone at (304) 675-4340 ext. 1394, or by mail 2520 Valley Drive, Point Pleasant, WV 25550 and return the complete application to the Financial Counselor or return by mail.

Actions in the Event of Non-Payment

PVH will make every effort to collect on account of patients who are able but unwilling to pay. These accounts will be considered uncollectible bad debts and will be referred to outside agencies for collection. PVH will follow the Self-Pay collection policy

Widely Publicized

The Financial Assistance Policy is available:

- Organization website www.pvalley.org
- Paper copies are available at points of access including, but not limited to, emergency room, employed physician clinic locations, physical therapy locations, admitting registration area, Express Care locations, Wound Center, and Infusion Center.
- Patient admission packets
- Financial Counselor's Office
- Patient Financial Services

Plain Language Summary:

Pleasant Valley Hospital offers financial assistance to patients that are in financial need. Patients must use all other resources, including application to the local Department of Health and Human Services before financial assistance will be considered. Eligibility for assistance is based upon the total gross income (how much you make before taxes) and the number of dependents in the family.

Qualifications:

- At or below 200% of the federal poverty level
- Cannot be a Medicaid recipient

HOW TO APPLY FOR FINANCIAL ASSISTANCE

- Call (304) 675-4340 extension 1394
- www.pvalley.org
- Financial Counselor at 2520 Valley Drive, Point Pleasant, WV 25550
- Any Pleasant Valley Registration Desk
- Application in admission packet

2017 POVERTY INCOME GUIDELINES

Family Size	FPG	<200%
1	\$12,060	\$23,340
2	\$16,240	\$32,480
3	\$20,420	\$40,840
4	\$24,600	\$49,200
5	\$28,780	\$57,560
6	\$32,960	\$65,920
7	\$37,140	\$74,280
8	\$41,320	\$82,640

For family units of more than 8 members, add \$8,360

Appendix A

PVH credentialed provider listing as of 09/29/16. This list delineates Providers that are PVH FAP eligible.

Provider	PVH FAP Applies	PVH FAP DOES NOT APPLY
Agrawal, Suresh, MD (PIC)		X
Al-Ourani, Mohammed, MD	X	
Ali, Mohamad, MD	X	
Alsharedi, Mohamed MD	X	
Ayers, Edward, MD	X	
Bown, Paul, MD		X
Burkholder, Garry, MD	X	
Cloxtton, Karah, MD	X	
Corbin, Michael, MD		X
Corn, George, MD	X	
Cornell, John, MD	X	
Cremeans, Ryan, MD	X	
Crompton, John, MD	X	
Crouch, Timothy, DO	X	
Damron, Timothy, MD	X	
Denning, David, MD	X	
Dougherty, Thomas, MD		X
Dube, Nirva, MD	X	
Enrico-Simon, Agnes, MD	X	
Estes, Jonathan, MD		X
Faber, David, MD	X	
Fine, Arthur, MD	X	
Fordyce, Larissa, MD	X	
Frye, Hadassah, MD	X	
Hawkins, Randall, MD	X	

Holley, Robert, MD		X
Iroha, Simon, MD	X	
Khan, Saad, MD		X
Lieving, Wesley, DO	X	
McNeil, Kenneth, MD		X
Mofor-Eta, Fri, MD	X	
Morgan, Breton, MD		X
Nolan, Mark, MD		X
Piehowicz, Thomas, DO (PIC)		X
Powell, Bretton, MD	X	
Roberson, Clifford, MD		X
Simon, Theresa, MD	X	
Tayengco, Robert, MD	X	
Toler, Billie, DO	X	
Toothman, James, DO	X	
Trent, Dan, DO	X	
Vaidya, Shrikant, MD		X
Wade, John, MD	X	
Westmoreland, Danny, DO		X
Wilson, Stephen, MD	X	
Gutierrez, Alvaro, MD	X	
Becker, Caren, MD	X	
Black, Alan, MD		X
Haid, John, MD		X
Hammack, John, DO	X	
Harrison, Curtis, MD	X	
Khasawneh, Mohamed, MD		X
McCagg, Jillian, MD	X	
Mikhail, Samer, DO	X	
Mitchell, Brenda, MD	X	

Pacioles, Toni, MD		X
Rosenberg, Matthew, MD		X
Skeens, Heather, MD		X
Wagner, James, DO		X
Akrami, Jason, MD(VRC)		X
Barebo, Ronald, MD		X
Bonetti, Renee, MD (VRC)		X
Bulczak, Dariusz, MD (VRC)		X
Caldemeyer, Karen, MD (VRC)		X
Cavazos, Cristina, MD (VRC)		X
Coa, Mailan, MD (VRC)		X
Davis, Mark, MD (VRC)		X
Davis, Steven, MD (VRC)		X
Dutton, Amanda, MD (VRC)		X
Fairchok, Gregory, MD (VRC)		X
Garcia, Christopher, MD (VRC)		X
Goradia, Dhawal, MD (VRC)		X
Gunnlaugsson, Skuli, MD		X
Hawkins, Jennifer, DO		X
Hughes, Douglas, MD (VRC)		X
Hunter, David, MD (VRC)		X
Johnson, Melissa, MD (VRC)		X
Kapoor, Vibhu, MD (VRC)		X
Katz, Allen, MD (VRC)		X
Kerns, Scott, MD (VRC)		X
Kessler, Larry, MD (VRC)		X
Khan, Jehanzeb, MD (PIC)		X
Khatod, Elaine, MD (VRC)		X
Khurana, Anuraag, MD (PIC)		X
Klein, Susan, MD (VRC)		X

Kumar, Suresh, MD		X
Lagos, Rachel, DO		X
Maru, Mehrette, MD		X
McComas, Carl, MD		X
Melotti, Michelle, MD (VRC)		X
Menn, Kirsten, MD (VRC)		X
Mohan, Brig, MD (PIC)		X
Montecalvo, Raymond, MD (VRC)		X
Moon, David, MD (VRC)		X
Morais, Joshua, MD (VRC)		X
Nicell, Donald, MD (VRC)		X
Nguyen, John, MD (VRC)		X
Paul, Marc, MD (VRC)		X
Reuss, Peter, MD (VRC)		X
Robinette, Alisin, MD (VRC)		X
Schreiber, John, MD (VRC)		X
Shaffrey, Julie, MD (VRC)		X
Shah, Yash, MD (PCI)		X
Sigdel, Saroj, MD		X
Singh, Beenu, MD		X
Snavely, Daniel, MD		X
Staib, Neil, MD (VRC)		X
Strong, Benjamin, MD (VRC)		X
Surindran, Sheena, MD		X
Tedesco, Kurtis, MD (VRC)		X
Toothman, Richard, MD (VRC)		X
Tran, Ann, MD (VRC)		X
Turner, James, MD (VRC)		X
Ummat, Neera, MD (PIC)		X
Zelinka, Peter, MD (VRC)		X

Bicak, Nikola, DPM		X
Bowman, Mark, MA		X
Doctor, Shabbir, DMD		X
Clark, Danielle, CRNA		X
Harsh, Kari, AuD.		X
Henry, Ryan, CRNA		X
M. Joan McCleary, CRNA		X
McGill, Randall, CRNA		X
Monty, Steven, CRNA		X
Park, William, DDS		X
Poulson, Jon, CRNA		X
Rice, Jona, CRNA		X
Scholl, JoAnne, CRNA		X
Tabor, David, CRNA		X
Wolfe, Jacob, CRNA		X
Choi, Young, MD		X
Fugaro, Francis, MD		X
Jamora, Ismael, MD		X
LaCarbonara, Fredric, MD		X
Nuggud, Jamshed, MD		X
Sheridan, Edward, MD		X
Simon, Mel, MD		X
Burch, Mark, PA-C	X	
Caldwell, Chelsea, FNP-BC	X	
Curnutte, Juanita, FNP-BC	X	
DeWees, Brandon, FNP-BC	X	
Dorfner, Connie, PA-C	X	
Evans, Ida, CFNP	X	
Gladis, Kevin, FNP-BC	X	
Goard, Jody, FNP-BC	X	

Good, Celeste, PA-C	X	
Hayman, Damia, FNP-BC		X
Hill, Rachelle, CFNP	X	
Jordan, Glen, PA-C	X	
Lee, Patrick, PA-C	X	
Lowery, Rebecca, FNP-BC		X
Lynch, Tammy, FNP-BC	X	
Nutter, Gretchen, FNP-BC	X	
Perry, Christi, FNP-BC	X	
Reed, Charlotte, FNP-BC	X	
Schoonover, Teresa, LPN		X
Stiltner, Patricia, FNP-BC	X	
Taylor, Melissa, FNP-BC	X	

Appendix B

Pleasant Valley Hospital utilizes the “look-back” method to determine the “amounts generally billed (AGB) to individuals who have insurance covering Emergency Services and other Medically Necessary Care. The AGB percentage applicable as of 09/26/16 is 37% resulting in a discount of 63% applied to gross charges.

The percentage was calculated using claims allowed by commercial payors, Medicare Traditional, and Medicare Advantage for both inpatient and outpatient services having an admit/service date of 10/01/2014 to 09/30/2015. Total allowable charges divided by total billed charges for such claims



Pleasant Valley Hospital

PLEASANT VALLEY HOSPITAL

PLAIN LANGUAGE SUMMARY OF FINANCIAL ASSISTANCE POLICY (FAP)

FINANCIAL ASSISTANCE PROGRAM

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7	\$73,460.00
8	\$81,780.00

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