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| Financial Guidelines – Commercial and Self Pay Patients | **Last Revision:** | June 2016 |
| **Last Reviewed:** | May 2018 |
| **Applies to the following THA Group of Companies:** | * Island Health Care * Island Hospice |
| **Included in the following THA Manual:** | • Administrative Policies &  Procedures  Finance  - |

PURPOSE

To provide-Financial Intake personnel with financial guidelines for commercial and self pay patients.

POLICY

After verifying benefits and eligibility, Finance Intake staff will request a credit card to cover co-pays, co-insurance or deductible.

**PROCEDURE**

Commercial patients:

1. Finance will determine the patient’s co-pay, co-insurance and deductible prior to Start Of Care.
   1. For patients with an unmet deductible >$2000; per visit co-pay; outstanding balance with THA; or referred from MD or other source:
      1. One week after the SOC, call the patient or the patient’s legal representative to inform them of their financial responsibility as described by their insurance company. Explain that it is our policy to obtain a valid credit card to secure a deposit equal to the first week’s estimated charges if the deductible hasn’t been met or a co-pay is due.
      2. All subsequent charges will be processed after receipt of the E.O.B. The patient may choose to pay with the credit card on file or by check.
      3. If the insurance company pays IH and IHC charges after the deductible has been met; IHC will promptly refund the money to the patient’s credit card.
      4. IH and IHC will not charge the patient’s credit card for any additional charges without the express consent of the patient.
   2. For patients with an unmet deductible <$2000 and referred following a hospital stay:
      1. Submit the claim to the insurance company in the second billing cycle following the SOC.
      2. If a balance remains after the insurance company has processed the claim, follow the self pay collections procedure.

Self pay patients:

1. It is IHC’s policy that self pay patients provide a credit card to cover charges for the first visit
   1. Finance Intake staff will communicate with the patient and obtain a credit card as payment for the first visit.