



Recommended Financial Hardship Policy

Policy

Patients are expected to pay for services rendered. The medical practice will assist patients who indicate they are unable to meet their financial obligations. Patients may be determined as eligible for partial to full discounts utilizing the current poverty guidelines issued by appropriate government agencies.

Procedure

1. Exclusion from this policy are:
 - a. Cosmetic services
 - b. Services rendered to persons who are eligible, but not have applied for, medical insurance or assistance programs sponsored by federal, state or local government.
2. Financial hardship may be extended to those who qualify for all four of these reasons:
 - a. The patient is not eligible for Medicaid or pending Medicaid approval.
 - b. The patient is determined to be unable to pay for services provided.
 - c. The patient is unable to accept an installment payment arrangement.
 - d. The patient agrees to make payment at the time the discount is granted.

For patients who identify themselves or are identified by medical practice staff to be considered for financial hardship/charity care, staff will obtain financial information from the patient. Presumptive eligibility can be based on their current status with federal and state agencies. If not applicable, patients will be requested to submit a copy of their last two paycheck stubs; current-year tax return; and, if applicable, unemployment benefits check stubs. The practice will assist patients as much as possible in completing their information.

3. The designated practice staff person, working with PedsOne will determine eligibility for financial hardship or charity care. Discounts on charges will be calculated as follows:

Percent of state poverty level	Percent Discount
300%	30%
200%	50%
100%	75%

<100%

100%

4. The granting of the discount will be noted in the patient's account. The patient's account status, however, will never be permanently designated as financial hardship. The patient's status will be reviewed on a regular basis.

46-B Main Street
Winooski, VT 05404
Phone: 802.448.1445 Fax: 802.655.6900