



Summa Rehab Hospital

A partnership with
Vibra Healthcare

Title	Billing and Collection Practices Policy
Policy #	
Manual	
Effective Date	January 2012
Revise Date	Reviewed October 24, 2012, 11.17.13; 10.30.14; 11.25.15; 10.30.16; Nov 2019
Scope:	Hospital Wide
Reference	Vibra Business Practices

POLICY

Our hospital exists to serve the rehabilitative needs of the people in our community. Our ability to serve well requires a relationship with the community built on trust and compassion. These guidelines are intended to strengthen that relationship and reassure patients of our commitment to caring. We provide care based upon the following principles.

- Treat all patients equitably, with dignity, respect and compassion.
- Assist patients who cannot pay for part of the care they receive.
- Balance needed financial assistance for some patients with broader fiscal responsibilities in order to keep our facility's door open for all who may need care in the community.

PROCEDURE

1. Communicate Effectively:

- Provide financial counseling to patients about their hospital bills and make the availability of such counseling widely known.
- Respond promptly to patients' questions about their bills and requests for financial assistance.
- Use a billing process that is clear, concise, correct, and patient friendly.
- Make available for review by the public specific information in a meaningful format about what is charged for services when requested.

2. Help Patients Qualify for Coverage:

- Make available to the public information on hospital based charity care practices and other known programs of financial assistance.
- Communicate this information to patients in a way that is easy to understand culturally appropriate, and in the most prevalent languages used in their communities.



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- Have understandable written practices to help patients determine if they qualify for public assistance programs or for hospital-based assistance programs.
 - Share these practices with appropriate community health and human service agencies and other organizations that assist people in need.
3. Ensure Practices are Applied Accurately and Consistently:
- Ensure that all written practices for assisting low-income patients are applied consistently.
 - Ensure that staff members who work closely with patients are educated about hospital billing, financial assistance, and collection practices.
4. Make Care More Affordable for Patients with Limited Means:
- Review all current charges and ensure that charges for services and procedures are reasonably related to both the cost of the service and to meeting all of the community's health care needs, including providing the necessary subsidies to maintain essential public services.
 - Offer discounts to patients who do not qualify under free or reduced cost care and who, after receiving financial counseling from the hospital, are determined to be eligible under the hospital's criteria for such discounts (pending needed federal regulatory clarification). Procedure should clearly state the eligibility criteria, amount of discount, and payment plan options.
5. Ensure Fair Billing and Collection Practices:
- Ensure that the patient accounts are pursued fairly and consistently, reflecting the public's high expectations of the hospital.
 - Define the standards and scope of practices to be used by outside collection agencies acting on their behalf.
 - Define when and under whose authority patient debt is advanced for collection.