

**HAMILTON CENTER, INC.
OPERATIONS MANUAL**

Section:	FISCAL	Policy No.:	OP.05.12.00.00
		Page 1 of 2	
Policy:	CHARITY CARE	Date Originated:	06/07
		Last R/R Date:	06/20
		BOD Approval Date:	08/11
		Posted:	06/20

PURPOSE

In order to consistently identify consumers who may qualify for a reduction of their account balance due or who may avoid seeking services due to inadequate financial resources. Hamilton Center, Inc. (HCI) establishes charity care guidelines for eligibility which includes financial criteria.

POLICY

HCI exists to provide quality behavioral health, wellness and human development services to our community. HCI values the worth of all people and believes that all who seek services should be treated with dignity, respect and compassion. HCI will provide services, within the capacity of the organization, to a person who states s/he has no ability, or limited ability, to pay. For these individuals, HCI utilizes a fee scale to determine balances owed for eligible services and programs according to state and federal guidelines. Additionally, the Charity Care application process will determine a person's eligibility for consideration of a reduction of some or all of an account balance due.

Charity care consideration is offered to all persons who meet the application guidelines; however, HCI reserves the right to pursue all collection avenues for approved applications which have been determined to be false. In addition, services not eligible for consideration for the charity care program will be identified and reviewed periodically in the charity care procedure.

POLICY COMPONENTS

- A. Fiscal Services is responsible for oversight and administration of the charity care program.
- B. Charity Care applications will be available through all service locations. Completed applications will be forwarded to the Fiscal Services for preliminary review for eligibility. Eligibility determination will be made by a review consisting of the Fiscal Services, appropriate Program Director and the Chief Financial Officer, or designee. The resulting decision will be communicated to the individual filing the application with HCI's Fiscal Services.

C. Individuals who are not eligible for charity care balance based on financial criteria, may be granted a reduction or elimination of a consumer's account due when deemed clinically necessary. Services may be deemed clinically necessary if the individual may become dangerous to self or others without treatment or is gravely disabled putting the person or others in danger and requires continued care and/or treatment.

D. Definition of terms:

1. Charity care is the unreimbursed cost to HCI of providing, funding or otherwise financially supporting HCI services to a person.
2. Financially indigent means an uninsured or underinsured person who is accepted for care with a discounted obligation to pay for the services rendered based on HCI's financial criteria and application process.
3. Medically indigent means a person whose HCI bill after payment by third party payers exceeds a calculated percentage of the person's income as established by the HCI charity care eligibility determination process and the person who is financially unable to pay the remaining bill.
4. Inability to pay means that due to circumstances of low or no income, being uninsured, underinsured and/or medically indigent the consumer does not have a means to pay his/her account balance.
5. Underinsured means individuals have public or private insurance policies that do not cover all necessary health care services, resulting in out-of-pocket expenses that exceed their ability to pay.
6. Uninsured individuals are persons with no third party payer assistance.
7. Gravely disabled means a condition in which an individual, as a result of mental illness, is in danger of coming to harm because either the individual is unable to provide for their own food, clothing, shelter, or other essential human needs; or the person has a substantial impairment or an obvious deterioration of that individual's judgment, reasoning, or behavior that results in the individual's inability to function independently.
8. Dangerous means a condition in which an individual as a result of mental illness, presents a substantial risk that the individual will harm the individual or others.