I. POLICY:

Flagler Hospital is committed to providing charity care to persons who have healthcare needs and are uninsured, underinsured, ineligible for a government program, or otherwise unable to pay, for medically necessary care based on their individual financial situation. Consistent with its mission to deliver compassionate, high quality, affordable healthcare services and to advocate for those who are poor and disenfranchised, Flagler Hospital strives to ensure that the financial capacity of people who need health care services does not prevent them from seeking or receiving care. Flagler Hospital will provide, without discrimination, care for emergency medical conditions to individuals regardless of their eligibility for financial assistance or for government assistance.

Accordingly, this written policy:

- Includes eligibility criteria for financial assistance – free and discounted (partial charity) care.
- Describes the basis for calculating amounts charged to patients eligible for financial assistance under this policy.
- Describes the method by which patients may apply for financial assistance.
- Describes how the hospital will widely publicize the policy within the community served by the hospital.
- Limits the amounts that the hospital will charge for emergency or other medically necessary care provided to individuals eligible for
financial assistance to the amount generally billed (received by) the hospital for commercially insured or Medicare patients.

Charity is not considered to be a substitute for personal responsibility. Patients are expected to cooperate with Flagler Hospital’s procedures for obtaining charity or other forms of payment or financial assistance, and to contribute to the cost of their care based on their individual ability to pay. Individuals with the financial capacity to purchase health insurance shall be encouraged to do so, as a means of assuring access to health care services, for their overall personal health, and for the protection of their individual assets.

In order to manage its resources responsibly and to allow Flagler Hospital to provide the appropriate level of assistance to the greatest number of persons in need, the Board of Directors establishes the following guidelines for the provision of patient charity.

II. DEFINITIONS:

For the purpose of this policy, the terms below are defined as follows:

Charity Care: Healthcare services that have been or will be provided but are never expected to result in cash inflows. Charity care results from a provider's policy to provide healthcare services free or at a discount to individuals who meet the established criteria.

Family: Using the Census Bureau definition, a group of two or more people who reside together and who are related by birth, marriage, or adoption. According to Internal Revenue Service rules, if the patient claims someone as a dependent on their income tax return, they may be considered a dependent for purposes of the provision of financial assistance.

Family Income: Family Income is determined using the Census Bureau definition, which uses the following income when computing federal poverty guidelines:

- Includes earnings, unemployment compensation, workers’ compensation, Social Security, Supplemental Security Income, public assistance, veterans’ payments, survivor benefits, pension or retirement income, interest, dividends, rents, royalties, income from estates, trusts, educational assistance, alimony, child support, assistance from outside the household, and other miscellaneous sources;
- Noncash benefits (such as food stamps and housing subsidies) do not count;
- Determined on a before-tax basis;
- Excludes capital gains or losses; and
- If a person lives with a family, includes the income of all family members (Non-relatives, such as housemates, do not count).
**Patient:** person receiving services, guarantor signing for financial responsibility or the person supporting or acting on patient’s behalf.

**Uninsured:** The patient has no level of insurance or third party assistance to assist with meeting his/her payment obligations.

**Underinsured:** The patient has some level of insurance or third-party assistance but still has out-of-pocket expenses that exceed his/her financial abilities.

**Gross charges:** The total charges at the organization’s full established rates for the provision of patient care services before deductions from revenue are applied.

**Emergency medical conditions:** Defined within the meaning of section 1867 of the Social Security Act (42 U.S.C. 1395dd).

**Medically necessary:** As defined by Medicare (services or items reasonable and necessary for the diagnosis or treatment of illness or injury).

### III. PROCEDURES:

#### A. Services Eligible Under This Policy:
For purposes of this policy, “charity” or “financial assistance” refers to healthcare services provided by Flagler Hospital without charge or at a discount to qualifying patients. The following healthcare services are eligible for charity.

- Emergency medical services provided in an emergency room setting.
- Services for a condition which, if not promptly treated, would lead to an adverse change in the health status of an individual.
- Non-elective services provided in response to life-threatening circumstances in a non-emergency room setting; and
- Medically necessary services, evaluated on a case-by-case basis at Flagler Hospital’s discretion.

#### B. Eligibility for Charity:
Eligibility for charity will be considered for those individuals who are uninsured, underinsured, ineligible for any government health care benefit program, and who are unable to pay for their care, based upon a determination of financial need in accordance with this policy. The granting of charity shall be based on an individualized determination of financial need, and shall not take into account age, gender, race, social or immigrant status, sexual orientation or religious affiliation. *Flagler Hospital will also determine any charity assistance when a patient is in litigation or has a pending settlement. If a patient fails to cooperate or provide all requested documents once again it will be up to Flagler Hospital’s discretion to determine any charity assistance.*
C. **Method by Which Patients May Apply for Charity Care:**
Financial need will be determined in accordance with procedures that involve an individual assessment of financial need; and may:

a. Include an application process, in which the patient, the patient’s guarantor or supporting person/persons are required to cooperate and supply personal, financial and other information and documentation relevant to making a determination of financial need (such as but not limited to tax returns, bank statements, proof of assets etc…)

b. Include the use of external publically available data sources that provide information on a patient’s or a patient’s guarantor’s ability to pay (such as but not limited to credit scoring, tax and property records etc…)

c. Include reasonable efforts by Flagler Hospital to explore appropriate alternative sources of payment and coverage from public and private payment programs, and to assist patients to apply for such programs;

d. Take into account the patient’s available assets, and all other financial resources available to the patient; and

e. Include a review of the patient’s outstanding accounts receivable for prior services rendered and the patient’s payment history.

f. Patients will be asked to certify all information provided is true. If any information is determined to be false or the patient fails to cooperate with any alternative source of payment all discounts afforded to the patient may be revoked, making the patient or patient’s guarantor responsible for the full charges for services rendered.

1. It is preferred but not required that a request for charity and a determination of financial need occur prior to rendering of non-emergent medically necessary services. However, the determination may be done at any point in the collection cycle. If the last financial evaluation occurred within the past 30 days prior to a subsequent time of service that financial evaluation will suffice as proof in determining financial assistance for that subsequent service.
2. Flagler Hospital’s values of human dignity and stewardship shall be reflected in the application process, financial need determination and granting of charity. Requests for charity shall be processed promptly and Flagler Hospital will provide a letter of charity approval at the patient’s request. If the patient complies with all application requirements and is found not eligible for charity Flagler Hospital will mail the patient a charity denial letter and list the reason for the denial.

D. **Presumptive Financial Assistance Eligibility.**
There are instances when a patient may appear eligible for charity care discounts, but there is no financial assistance form on file due to a lack of supporting documentation. Often there is adequate information provided by the patient or through other sources, which could provide sufficient evidence to provide the patient with charity care assistance.

In the event there is no evidence to support a patient’s eligibility for charity care, Flagler Hospital may use outside agencies in determining estimate income amounts for the basis of determining charity care eligibility and potential discount amounts. Once determined, due to the inherent nature of the circumstances, the only discount that can be granted is a 100% write off of the account balance. Presumptive eligibility may be determined on the basis of individual life circumstances that may include:

- State-funded prescription programs;
- Homeless or receives care from a homeless clinic;
- Participation in Women, Infants and Children programs (WIC);
- Food stamp eligibility;
- Subsidized school lunch program eligibility;
- Eligibility for other state or local assistance programs that are unfunded (e.g., Medicaid spend-down, Medicaid exhausted benefits, Medicaid SLMB and QMB);
- Low income/subsidized housing is provided as a valid address; and
- Patient is deceased with no known estate.

E. **Eligibility Criteria and Amounts Charged to Patients:**
Services eligible under this Policy will be made available to the patient on a sliding fee scale, in accordance with financial need, as determined in reference to Federal Poverty Levels (FPL) in effect at the time of the determination. Once a patient has been determined by Flagler Hospital to be eligible for financial assistance, that patient shall not receive any future bills based on undiscounted gross charges for the specified account. The basis for the
amounts Flagler Hospital will charge patients qualifying for financial assistance is as follows:

1. Patients whose family income is at or below 200% of the FPL are eligible to receive free medical care, including mental health services.

2. Patients whose family income is above 201% but not more than 400% of the FPL are eligible to receive services in accordance with the Discount Matrix below. Patients who qualify for financial assistance under this policy will be billed amounts no greater than the amounts generally billed to (received by the hospital for) commercially insured or Medicare patients for their medical and mental health care.

3. Additionally, patients may be eligible to receive discounted rates for medical and mental health care on a case-by-case basis based on their specific circumstances, such as catastrophic illness or medical indigence, at the discretion of Flagler Hospital. To be approved by the CFO and Patient Financial Services Director.

4. If Flagler Hospital determines that a patient qualifies for free care but may be eligible for another alternative pay source/coverage, the patient will be asked to fully cooperate in the process and resolution of that alternative pay source/coverage. During the determination period a discount of 85% will be applied to the account, if alternative pay source/coverage is received the adjustment will be reversed for payment. If the patient is not cooperative in the financial process and the resolution of the alternative pay source/coverage, Flagler Hospital will determine if there will be any additional financial reduction on the account and also the specific amount of that reduction.

5. After the application process and submission of all requested and complete proof of income and assets, the attached matrix will be followed for the appropriate adjustment amount.
F. Flagler Hospital – Medical Patient Discount Matrix

<table>
<thead>
<tr>
<th>INCOME</th>
<th>Uninsured Assistance Discount Percentage</th>
<th>Underinsured (Balance After Insurance) Discount Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 200% FPG</td>
<td>100% Charity</td>
<td>100% Charity</td>
</tr>
<tr>
<td>201% - 300%</td>
<td>75% Charity</td>
<td>25% Charity</td>
</tr>
<tr>
<td>301% - 400%</td>
<td>60% Charity</td>
<td>10% Charity</td>
</tr>
</tbody>
</table>

FLAGLER HOSPITAL – MENTAL HEALTH DISCOUNT MATRIX:

*Same as Medical Patient Discount Matrix

FINANCIAL ASSISTANCE SLIDING F.P.L. SCALE:

*See attached Federal Poverty Income Guidelines and Flagler Hospital Matrix

G. Communication of the Charity Program to Patients and Within the Community:

1. Notification about charity available from Flagler Hospital, which shall include a contact number, shall be disseminated by Flagler Hospital by various means, which may include, but are not limited to, the publication of notices in patient bills and by posting notices in emergency rooms, in the Conditions of Admission form, admitting and registration departments, and the patient financial services office that is located off of the facility campus, and at other public places as Flagler Hospital may elect.

2. Flagler Hospital shall also publish a summary of this charity care policy on facility websites, in brochures available in patient access sites and at other places within the community served by the hospital as Flagler Hospital may elect. Such notices and summary information shall be provided in the primary languages spoken by the population serviced by Flagler Hospital.

3. Referral of patients for charity may be made by any member of the Flagler Hospital staff or medical staff, including physicians, nurses, financial counselors, social workers, case managers, chaplains, and
religious sponsors. A request for charity may be made by the patient or
a family member, close friend, or associate of the patient, subject to
applicable privacy laws.

H. Relationship to Collection Policies:

1. Flagler Hospital management shall develop policies and procedures for
internal and external collection practices (including actions the
hospital may take in the event of non-payment, including collections
action and reporting to credit agencies) that take into account the
extent to which the patient qualifies for charity, a patient’s good faith
effort to apply for a governmental program or for charity from Flagler
Hospital, and a patient’s good faith effort to comply with his or her
payment agreements with Flagler Hospital.

2. For patients who qualify for charity and who are cooperating in good
faith to resolve their discounted hospital bills, Flagler Hospital may
offer extended payment plans, will not send unpaid bills to outside
collection agencies, and will cease all collection efforts.

3. Flagler Hospital will not impose extraordinary collections actions such
as wage garnishments; liens on primary residences, or other legal
actions for any patient without first making reasonable efforts to
determine whether that patient is eligible for charity care under this
financial assistance policy. Reasonable efforts shall include:

   a. Validating that the patient owes the unpaid bills and that all
      sources of third-party payment have been identified and billed
      by the hospital;

   b. Documentation that Flagler Hospital has or has attempted to
      offer the patient the opportunity to apply for charity care
      pursuant to this policy and that the patient has not complied
      with the hospital’s application requirements;

   c. Documentation that the patient does not qualify for financial
      assistance on a presumptive basis;

   d. Documentation that the patient has been offered a payment
      plan but has not honored the terms of that plan.

I. Regulatory Requirements:
In implementing this Policy, Flagler Hospital shall comply with all other
federal, state, and local laws, rules, and regulations that may apply to activities
conducted pursuant to this Policy.