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Owner Ryan Thompson:
 SVP Chief
 Revenue Cycle
 Officer
 Area Mission Services
 Applicability Providence
 Systemwide

PSJH-MISS-100 Charity Care/Financial Assistance

Executive Sponsor:	Gregory Hoffman, SVP, Chief Financial Officer
Policy Owner:	Ryan E Thompson, SVP Chief Revenue Cycle Officer
Contact Person:	Linda Harvey, Director, Patient Financial Services
<p>Scope:</p> <p>This policy applies to Providence and its Affiliates (collectively known as "Providence")¹ and their caregivers (employees); employees of affiliated organizations.</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Is this policy applicable to Providence Global Center (PGC) caregivers?</p> <p>This is a governance level policy, vetted by the Executive Council (EC), with a recommendation for approval by the Audit and Compliance Committee of the Board of Directors (ACC), and approved/signed by the appropriate delegate.</p> <p>Purpose:</p> <p>To reflect the commitment of Providence to provide medically necessary healthcare services to all individuals regardless of their ability to pay.</p> <p>Definitions:</p> <p>Eligible Services: Eligible Services means the emergency or medically necessary services provided by Providence that are eligible for financial assistance. Medically necessary services, for purposes of this policy, include services to prevent, diagnose, or treat an illness, injury, condition, or disease, or the symptoms of an illness, injury, condition, or disease, and that meet accepted standards of medicine. Services that are aesthetic, cosmetic, experimental, investigative, or part of a clinical research program, or services that are for patient or physician convenience, are not considered medically necessary services.</p> <p>Policy:</p>	

Providence makes sure that Eligible Services are available to anyone in the community, even if they cannot afford to pay. As part of this commitment, Providence will ensure there is a consistent, fair, and non-discriminatory method for providing financial assistance (also referred to as “charity care”) to eligible individuals who cannot afford to pay, in full or part. The determination of financial assistance will be based on applicable state and federal laws and eligibility criteria established by Providence. Charity care does not include bad debt or contractual shortfalls from government programs, but may include self-pay, charges for patients with out-of-network coverage, and coinsurance, deductibles, and co-payment amounts related to insured patients. As part of this commitment, Providence will offer a standard discount of total charges to uninsured patients who do not otherwise qualify for financial assistance for Eligible Services. The uninsured discount will be automatically applied to the account upon initial billing to the uninsured patients.

Requirements:

1. Providence shall develop charity care/financial assistance policies including eligibility criteria, and application and financial counseling processes.
2. Charity care/financial assistance policies and application procedures shall be made available to the public.
3. The recognition of an individual's need for financial assistance can occur any time from pre-admission review to final collection; however effort should be made to establish eligibility prior to service.
4. The ability of an individual to pay should be determined based on verified financial need.
5. In instances where full charity care is not warranted, Providence may provide alternative payment arrangements.
6. Providence shall develop collection practices consistent with its Mission and Core Values.
7. Each Providence institution should report annually to the System CFO on charity care services and other community benefit services.

The above requirements are administered by Providence Revenue Cycle through defined procedures and processes.

References:

[Section 501\(r\) of the Internal Revenue Code of 1986, as amended](#)

[Applicability:](#)

Approval Signatures

Step Description	Approver	Date
PSJH System Board	Cynthia Johnston: Principal Compliance Consultant	09/2024

PSJH President/CEO	Cynthia Johnston: Principal Compliance Consultant	09/2024
PSJH Executive Council	Cynthia Johnston: Principal Compliance Consultant	09/2024
PSJH Policy Advisory Committee	Cynthia Johnston: Principal Compliance Consultant	09/2024

Applicability

AK - Credena Health, AK - Providence Alaska MC, AK - Providence Kodiak Island MC, AK - Providence Medical Group, AK - Providence Seward MC, AK - Providence St. Elias Specialty Hospital, AK - Providence Valdez MC, CA - Credena Health, CA - Healdsburg Hospital, CA - Petaluma Valley Hospital, CA - Physician Enterprise Northern, CA - Physician Enterprise Southern, CA - Providence Cedars-Sinai Tarzana MC, CA - Providence Holy Cross MC, CA - Providence LCM MC San Pedro, CA - Providence LCM MC Torrance, CA - Providence Mission Hospitals, CA - Providence Queen of the Valley Medical Center, CA - Providence Redwood Memorial Hospital, CA - Providence Saint John's Health Center, CA - Providence Saint Joseph MC, Burbank, CA - Providence Santa Rosa Memorial Hospital, CA - Providence St. Joseph Hospital - Eureka, CA - Providence St. Joseph Hospital Orange, CA - Providence St. Jude Medical Center, CA - Providence St. Mary Medical Ctr Apple Valley, MT - Credena Health, MT - Providence St. Joseph MC, Polson, MT - St. Patrick Hospital, NM - Covenant Hobbs Hospital, OR - Credena Health, OR - Providence Ctr for Medically Fragile Children, OR - Providence Health Oregon Labs, OR - Providence Hood River Memorial Hospital, OR - Providence Medford MC, OR - Providence Medical Group, OR - Providence Medical Group, OR - Providence Milwaukie Hospital, OR - Providence Newberg MC, OR - Providence Portland MC, OR - Providence Seaside Hospital, OR - Providence St. Vincent MC, OR - Providence Willamette Falls MC, PHCC - Home & Community Care, PHCC - Home Health, PHCC - Home Medical Equipment, PHCC - Hospice, PHCC - Infusion/Pharmacy, PHCC - PACE, PHCC - Palliative Care, PHCC - Skilled Nursing/Assisted Living, Providence, Providence Express Care, Providence Physician Enterprise, Providence Traditional Health Workers, TX - Covenant Children's Hospital, TX - Covenant Health - ACO, TX - Covenant Health Partners, TX - Covenant Hospital Levelland, TX - Covenant Hospital Plainview, TX - Covenant Medical Center, TX - Covenant Medical Group, TX - Covenant Specialty Hospital, TX - Grace Clinic, TX - Grace Surgical Hospital, WA - Credena Health, WA - EWA Providence Medical Group, WA - Kadlec Regional Medical Center, WA - NWR Providence Medical Group, WA - PacMed, WA - PacMed - ASC, WA - Providence Centralia Hospital, WA - Providence DominiCare, WA - Providence Holy Family Hospital, WA - Providence Mt. Carmel Hospital, WA - Providence Regional MC Everett, WA - Providence Sacred Heart Med Ctr & Children's, WA - Providence St. Joseph's Hospital, WA - Providence St. Luke's Rehabilitation Medical, WA - Providence St. Mary MC, WA - Providence St. Peter Hospital, WA - SWR Providence Medical Group, WA - Swedish Medical Center, WA - Swedish Medical Group, WA - USFHP

Standards

No standards are associated with this document