

Policy and/or Procedure:
Discounts Offered to Emergency Room Non-Insured Patients
Effective Date: 2/28/2014 Revised 05/08/2015

Purpose:

To enable Non-Insured Emergency Room patients to make down-payments and/or payment in full at Point of Service.

Policy:

It shall be the policy of Calhoun Liberty Hospital to offer patients a courtesy discount in order to allow them to either pay their balance in full at time of service and/or make satisfactory payment plan arrangements per the guidelines of Calhoun Liberty Hospital. All discounts are subject to the Business Office approval.

Registration Clerks may offer Non-Insured Emergency Room patients a discount off of the remaining balance of their account if they make a down payment at Point of Service based on the terms in the table below.

Amount Paid at Point of Service from Non-Insured Patients:	Discount off remaining account balance:
\$100.00	50%
\$250.00	65%
\$400.00	75%
\$500.00	90%

1. Once an agreement is established, the Registration Clerk will complete a Payment Arrangement Agreement Form to indicate the amount that should be discounted from the specific account(s), and document the terms in the patient account notes.
2. The form will be attached to the medical record, and be sent to the Billing Office the following business day for review.
3. Once received in the Billing Office, the form will be removed from the chart by the employee doing the Registration Audits, and held for 48 hours—or until all charges are posted on that account.
4. The specified discount will then be applied to that account.
5. The Payment Arrangement Agreement Form will then be scanned into the system by the employee that applied the discount using the patient's account number.

The administrative staff at Calhoun-Liberty Hospital reserves the right to issue Administrative Adjustments or revoke previous adjustments to accounts at their discretion.