



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.



Policy and/or Procedure:

Discounts offered to Non-Insured Patients off outstanding account balances—for all patient types

Effective Date: 01/01/2013 Revised 05/08/2015

Purpose:

To encourage Non-Insured patients to pay off the balance of their account in one payment.

Policy:

It shall be the policy of Calhoun Liberty Hospital to offer un-insured patients a courtesy discount in order to enable them to pay in full. In order to receive the discount the patient must agree to pay the entire balance in the same day agreed upon. All discounts are subject to the Business Office approval.

Policy:

1. Billing Office and Registration staff may offer the following discounts to Non-Insured patients who agree to pay off the total outstanding balance of their account in one payment:

Current Account Balance range:	Discount off current account balance:
From \$0.01 to \$100.00	50%
From \$100.01 to \$1000.00	55%
From \$1000.01 and up	60%

NOTE: Co-payments applied by insured patients' insurance companies are not eligible to be discounted.

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



Policy and/or Procedure:

Calhoun Liberty Hospital Employee Discounts

Effective Date: 4/18/2011 Revised 05/08/2015

Policy:

It shall be the policy of Calhoun Liberty Hospital to offer employees and their families of which they are financial responsible as outlined in the policy procedure below a courtesy discount of 70% off of their account balances All discounts are subject to Business Office approval.

Procedure:

1. All Calhoun-Liberty Hospital employees are eligible for a 70% discount off of their account balance(s).
 - a. If the employee is insured their insurance will be billed and the discount will be applied to the remaining balance on account once insurance has paid.
2. Spouses and children of the employee may also receive a 70% discount off their remaining account balance(s).
 - a. Children of the employee who are eligible for the discount include minor (under 18 years of age) children or children for whom the employee is financially responsible—such as college students.
 - b. “Step” children are included.
3. These adjustments should be posted using the Employee Discount adjustment code.
4. It is the responsibility of the employee to notify the Billing Office each time they have an account that is eligible for the discount and to make payment arrangements.

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



Policy and/or Procedure:

Calhoun-Liberty Hospital Insured Full-time Employees Account Write-offs

Effective Date: 2/01/2014 Revised 05/08/2015

Policy:

It shall be the policy of Calhoun Liberty Hospital to extend full time employees who are insured by the hospital's employee insurance a 100% courtesy discount from any balances that do not extend beyond \$5800.00. This discount excludes any applicable co-pays which are required by the payer.

Procedure:

1. Calhoun-Liberty Hospital full-time employees are eligible to have their total account balance(s) adjusted off for accounts with dates of service on or after 2/1/2014—with an annual limit of \$5,800.00.
 - a. If the employee is insured their insurance will be billed first and the adjustment will be applied to remaining balance after the insurance has paid.
 - i. These adjustments should be posted using the Employee Discount adjustment code.
 - b. This adjustment only applies to the employee—not their spouses or dependents. Spouses and children of the employee may receive a 70% discount off their remaining account balance(s).
 - i. Children of the employee who are eligible for the discount include minor (under 18 years of age) children or children for whom the employee is financially responsible—such as college students.
 - ii. “Step” children are included.
2. These adjustments should be posted using the Employee Discount adjustment code.
3. It is the responsibility of the employee to notify the Billing Office each time they have an account that is eligible for the discount and to make payment arrangements.

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