

SUBJECT: Discounts for Self-Pay Patients	PAGE:1
DEPARTMENT: Patient Financial Services	OF: 1
APPROVED BY: CLH, Big Bend Health Alliance	EFFECTIVE: 09/01/2021
POLICY REPLACES: Same	REVISED: 06/15/2022/02/01/2023
	ORIGINAL DATED: 9/01/2021

PURPOSE:

This policy has been established to define and provide direction for hospital staff on offering settlement discounts to uninsured (self-pay) patients.

POLICY:

Any patient needing medically necessary services and meeting the definition of self-pay will be eligible for discounted services in the amount of 30% of gross charges.

PROCEDURE:

- a. The CLH Patient Access Associate identifies a patient's existing account if a returning patient or creates a new account for a new patient.
- b. The CLH Patient Access Associate determines if an existing patient has accounts with outstanding balances.
- c. The patient will be offered a 30% discount on estimated total gross charges.
- d. All payments will be documented and posted to the patient's account which secures the discount on total gross charges.

DEFINITIONS

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

- **Self-Pay Patient:** The patient has no level of insurance or third-party assistance to assist with meeting his/her payment obligations. The patient – either personally or through a guarantor – is responsible for the payment of all charges assessed for services provided to the patient.
- **Total 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.
- **Medically necessary:** Services or items reasonable and necessary for the diagnosis or treatment of illness or injury.

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