

PAYMENT FOR REIMBURSED AND UNREIMBURSED SERVICES	Policy Number: IA.E10
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POLICY STATEMENT: Hospice of Queen Anne's shall accept appropriate patients and their families regardless of their ability to pay for services.

PROCEDURES:

1. All clinical decisions for services will be made based on the needs of the patient/family using agency approved policy and guidelines.
2. Patients who are eligible for Medicare or Medicaid hospice benefits elect their benefit upon admission to Hospice of Queen Anne's. The payment received from these reimbursement sources shall be considered payment in full for hospice care covered under the hospice benefit.
3. Hospice of Queen Anne's will bill private insurance providers directly on a monthly basis for patients with private insurance or other third-party payers. Patients will be responsible for all charges not paid by their insurance provider.
4. A sliding scale and/or charity care option, based on the State of Maryland Poverty Scale, is available to qualifying patients. At the request of the patient/family, a financial assessment, obtained by the Clinical Assistant or Finance Department representative, will be reviewed by the Hospice of Queen Anne's finance team to determine the patient's eligibility for charity care.
5. Within two business days following a patients request for charity care services, application for medical assistance, or both, Hospice of Queen Anne's will make a determination of eligibility.
6. Patients with no insurance or insurance without a hospice benefit will be responsible for payment for services provided. A cost estimate will be provided before services are rendered. A sliding scale option, based on the State of Maryland Poverty Scale, is available to qualifying patients. At the request of the patient/family, a financial assessment will be reviewed by the Hospice of Queen Anne's finance team to determine the patient's eligibility for sliding scale fees.
7. When necessary and determined feasible, Hospice of Queen Anne's will use extended payments for patients who do not qualify for charity care or a claim may be placed on an estate for the payment for hospice services.

8. A financial assessment will be requested from patient/families to determine the ability to pay for services. The specific goals of a financial assessment include:
 - Determine the level and continuity of monthly income
 - Determine the significance of debt versus assets
 - Determine the presence of life insurance

9. Prior to the provision of hospice services, Hospice of Queen Anne's shall address any financial concerns of the patient and the patient families and provide open discussion and options available regarding our charity care policies.

*Please note this policy governs the payment for hospice services only. Other services provided by Hospice of Queen Anne's including the residential fees at The Hospice Center are governed by separate and specific policies. Public notice and information regarding Hospice of Queen Anne's charity care policy are available through methods designed to best reach and to be understood by the population served by Hospice of Queen Anne's. Notices regarding Hospice of Queen Anne's charity care policy are posted in our business office as well as on our website.