



**POLICY and / or PROCEDURE**

<b>TITLE: Financial Assistance Policy ("FAP")</b>	<b>NUMBER: RC-2410.004</b>
<b>ISSUE DATE: 7/1/2016</b>	<b>EFFECTIVE DATE: 7/1/2016</b>
<b>DEVELOPED / REVISED BY: Revenue Cycle Leadership</b>	
<b>REVIEWED BY: Sr. VP and CFO; Office of the General Counsel</b>	<b>DATE REVIEWED: 7/2/2021</b>
<b>APPROVED BY: OhioHealth Board</b>	

**SCOPE:**

This policy is in effect for all OhioHealth member hospitals and employed physician practices, OhioHealth Urgent Care Centers and OhioHealth Home Care (collectively "OhioHealth facilities").

**STATEMENT OF PURPOSE:**

The mission of OhioHealth is to extend the healing ministry by providing high quality and cost effective service responsive to the needs of the community. OhioHealth's commitment includes providing access to health care for persons regardless of their ability to pay.

**POLICY: FINANCIAL ASSISTANCE PROGRAMS**

OhioHealth provides free or discounted services to eligible patients for emergency or medically necessary services. OhioHealth's Financial Assistance Programs include the following:

A. Hospital Care Assurance Program (HCAP). The HCAP program is the Ohio Department of Job and Family Services' (ODJFS) mechanism for meeting the federal requirement to provide additional payments to hospitals which provide a disproportionate share of uncompensated services to the indigent and uninsured.

B. OhioHealth Charity Program. The OhioHealth Charity Program provides assistance for emergency and other medically necessary care provided to eligible patients for whom other payment resources are not available. The OhioHealth Charity Program will provide:

- a 100% discount off of the patient's payment responsibility to patients whose income is at or below 200% of the Federal Poverty Guidelines;
- a 80% discount off of the patient's payment responsibility to patients whose income is at or below 300% of the Federal Poverty Guidelines; or
- a 65% discount off the patient's payment responsibility to patients whose income is at or below 400% of the Federal Poverty Guidelines.

C. OhioHealth Hardship Program. Where none of the above programs apply, OhioHealth reserves the right to also consider a Hardship application on a case-by-case basis for patients who otherwise demonstrate that a financial hardship is catastrophic, unusual, or extraordinary. Both the OhioHealth Charity Program and the Hardship Program are programs

of last resort, meaning that if another state or federal program is available to provide assistance, or if another resource is available to pay for a patient's care or reimburse the patient for charges relating to that care, that program or resource must be exhausted before the patient becomes eligible for the OhioHealth programs.

OhioHealth shall implement appropriate operational policies and procedures in furtherance of this FAP.