

PROCEDURE

DETERMINING WILLINGNESS-TO-PAY

It is the policy of Bullhook Community Health Center not to deny clinical services based on a patient's "ability-to-pay." Willingness to pay is defined as taking responsible appropriate steps to ensure payment for clinical services is rendered.

PURPOSE

To ensure that patients or their guarantor take responsibility for their health care by demonstrating the willingness to pay for services rendered.

PROCEDURE

1. Willingness to pay will be shown by signing the Treatment/Payment Agreement at the time of any visit and by the patient or guarantor undertaking the following:
 - a. The patient completes the financial status worksheet and provides appropriate proof of income to qualify for the sliding fee discount;
 - b. The patient makes payment at the time of service or signs a written agreement for a payment schedule and makes payments according to schedule; and
 - c. If unable to make payments, the patient contacts the Patient Accounts Manager to discuss and possibly make alternative arrangements.

2. Patients will be flagged "Unwilling to Pay" at the time they refuse to make appropriate payments on their account and none of the above has occurred and Management Team reviews the report and agrees.
 - a. Patients who refuse to make appropriate payments shall be notified in writing, by a representative from the finance department, that they will be changed to an "Unwilling to Pay" status unless payment is received within 5 business days.
 - b. The "Unwilling to Pay" status deems a patient to be limited to emergency services only or they may be discharged from care for any provider at Bullhook Community Health Center.