

MANNING REGIONAL HEALTHCARE CENTER

DEPARTMENT BUSINESS OFFICE

POLICY NAME	COVID-19 Related Financial Assistance and Payment Plans	POLICY #	BO-8
Developed and Approved by (name and title)	Patient Financial Services Coordinator _____	Date:	
	Senior Revenue Cycle Director _____	Date:	
	Chief Financial Officer _____	Date:	
	Policy Review Coordinator _____	Date:	
Approved by	Administration _____	Date:	
	Medical Staff _____	Date:	
	Board of Directors _____	Date:	
Responsibility:	Annual Review by Patient Financial Services Coordinator		
Effective Date:	7/1/2020	Date of Revision(s)	

POLICY: Manning Regional Healthcare Center is committed to providing financial assistance and flexible payment plans to persons who have healthcare needs and are uninsured, underinsured or ineligible for government programs, or otherwise unable to pay for medically necessary care based on their individual financial situation. MRHC understands that patient's situation may have changed unexpectedly due to COVID-19 and recognizes the need for flexibility in our policies to meet the needs of our patients who may be facing these hardships.

PURPOSE: To establish a process to provide flexible options to patients who are facing financial hardships due to COVID-19.

SCOPE: Facility-wide

GUIDELINES: A revised COVID Related Financial Assistance policy has been developed for patients who have been affected by COVID. MRHC's Financial Assistance policy and processes will remain in place with the following exceptions:

- Utilization of a new COVID Related Financial Assistance Application (see Exhibit A)
- Revised Annual Household Income which takes into account financial hardships during COVID-19
- Temporary flexible payment plan options at MRHC's discretion
- Other documentation required to support any COVID-19 related financial hardships listed below but not limited to:
 - COVID Related Financial Assistance Application
 - Employer statement of reduced hours/layoff due to COVID-19
 - Bank statements
 - Recommended: any unemployment notices
- Any COVID-19 related financial assistance will be applied to dates of service beginning March 1, 2020 to August 31, 2020 or as determined by the Revenue Cycle Team

These exceptions have been communicated with the Revenue Cycle Team, which includes the Chief Financial Officer, Senior Revenue Cycle Director, Patient Financial Services Coordinator and supporting staff. This process is also communicated to MRHC's early out vendor. The process will be revised as necessary based on the ever-changing COVID-19 situation to meet the needs of MRHC patients.

ATTACHMENTS:

1. Exhibit A – COVID Related Financial Assistance Program Application

DISTRIBUTION: Master copy to Administration

1. Business Office
2. Patient Access