Ozark Community Hospital
Patient Finance Policy and Procedure

Reviewed: 9/11, 8/12, 8/13, 8/14, 6/15, 8/16, 10/17, 2/18, 3/19 **Policy: 250.100.002**

Revised: 11/15, 01/16, 10/16, 2/17, 5/17, 10/17, 01/18, 1/19, 9/19, 6/20, 1/21, 9/21, 1/22, 4/23, 2/24, 10/24, 1/25 **Implemented: 2010**

Subject: Sliding Fee Scale

It is the policy of Ozarks Community Hospital, at all its facilities and clinics, to discount usual and customary charges for services provided to those who have no means, or limited means, to pay for their medical services. In addition, patients are entitled to financial counseling by someone who can understand and offer possible solutions for those who cannot pay in full. Patients of OCH will not be denied services due to inability to pay.

OCH will adhere to NHSC guidelines in all its clinics and will notify patients of the OCH Sliding Fee Discount program via the organization's website, as well as posting notices in all clinic waiting areas. The Sliding Fee Discount is offered to all who are unable to pay for their medical services and will not discriminate based on age, gender, race, sexual orientation, creed, religion, disability, or national origin. Eligibility for the discount is determined based on household size (those who dwell under the same roof and compose a family) and income (the amount of such gain received in a period of time).

Ozarks Community Hospital will also accept non-related household members when calculating family size.

a. Family is defined as: a group of two people or more (one of whom is the householder) related by birth, marriage, or adoption and residing together; all such people (including related subfamily members) are considered as members of one family. Ozarks Community Hospital will also accept non-related household members when calculating family size.
b. Income includes: gross wages; salaries; tips; income from business and self-employment; unemployment compensation; workers' compensation; Social Security; Supplemental Security Income; veterans' payments; survivor benefits; pension or retirement income; interest; dividends; royalties; income from rental properties, estates, and trusts; alimony; child support; assistance from outside the household; and other miscellaneous sources.

Copies of tax returns, pay stubs, or other information verifying income may be required before a discount is approved. The Eligibility worksheet must be completed every six months or if the patient's financial situation changes.

Eligibility: Discounts will be based on income and family size only. We do not require patients to apply to Medicaid/health insurance or do asset testing to qualify for the sliding fee discount program. Family is defined as: a group of two people or more (one of whom is the householder) related by birth, marriage, or adoption and residing together; all such people (including related subfamily members) are considered as members of one family.

Request for discounted services may be made by patients, family members, social services staff or others aware of existing financial hardship.

The patient/responsible party must complete the Sliding Fee Discount Program application. OCH staff will be available, as needed to assist patient/responsible part with application. By signing the Sliding Fee Discount Program application, persons are confirming their income to OCH as disclosed on the application form.

In certain situations, if patients are not able to pay the discounted fee. Waiving of charges must be approved by OCH Director of Revenue cycle and explanation of reason noted in the patient's account.

Applicants that have been approved for the Sliding Fee Discount Program will be logged in OCH's practice management system, noting names of applicants, dates of coverage and percentage of coverage.

OCH will keep a log of all Sliding Fee Discount Program patients with percentage discounts and dates in the Sliding Fee Discount program.

The Director of Revenue Cycle will maintain an additional monthly log identifying Sliding Fee Discount Program recipients and dollar amounts.

Denials and applications not returned will also be logged.

Ozarks Community Hospital
Sliding Fee Scale

The patient will be required to provide documentation to staff for verification as according to the Eligibility Worksheet. The discount will be applied as follows:

Discount off of self pay price:

At or below 100% poverty level
- Maximum discount off of self pay price (100% discount)

- At or below 200% poverty level
  - 75% discount off of self pay price
- At or below 300% poverty level
  - 50% discount off of self pay price
- At or below 400% poverty level
  - 25% discount off of self pay price

2025 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA	
Persons in family/household	**Poverty guideline**
For families/households with more than 8 persons, add $5,380 for each additional person.	
1	**$15,650**
2	**$21,150**
3	**$26,650**
4	**$32,150**
5	**$37,650**
6	**$43,150**
7	**$48,650**
8	**$54,150**

Poverty Guidelines, all states (except Alaska and Hawaii)

2025 Annual

Household /Family Size	100%	200%	300%	400%
1	$15,650.00	$31,300.00	$46,950.00	$62,600.00
2	$21,150.00	$42,300.00	$63,450.00	$84,600.00
3	$26,650.00	$53,300.00	$79,950.00	$106,600.00
4	$32,150.00	$64,300.00	$96,450.00	$128,600.00
5	$37,650.00	$75,300.00	$112,950.00	$150,600.00
6	$43,150.00	$86,300.00	$129,450.00	$172,600.00
7	$48,650.00	$97,300.00	$145,950.00	$194,600.00
8	$54,150.00	$108,300.00	$162,450.00	$216,600.00
9	$59,650.00	$119,300.00	$178,950.00	$238,600.00
10	$65,150.00	$130,300.00	$195,450.00	$260,600.00

2025 Monthly

Household /Family Size	100%	200%	300%	400%
1	$1,304.17	$2,608.33	$3,912.50	$5,216.67
2	$1,762.50	$3,525.00	$5,287.50	$7,050.00
3	$2,220.83	$4,441.67	$6,662.50	$8,883.33
4	$2,679.17	$5,358.33	$8,037.50	$10,716.67
5	$3,137.50	$6,275.00	$9,412.50	$12,550.00
6	$3,595.83	$7,191.67	$10,787.50	$14,383.33
7	$4,054.17	$8,108.33	$12,162.50	$16,216.67
8	$4,512.50	$9,025.00	$13,537.50	$18,050.00
9	$4,970.83	$9,941.67	$14,912.50	$19,883.33
10	$5,429.17	$10,858.33	$16,287.50	$21,716.67

ELIGIBILITY WORKSHEET

It is the policy of Ozarks Community Hospital to provide essential services regardless of the patient's ability to pay. Discounts are offered based on family size and annual income. Please complete the following information and return to the front desk to determine if you or members of your family are eligible for a discount. The discount will apply to all services received at this clinic, but not those services or equipment that are purchased from outside, including reference laboratory testing, prescription drugs, and x-ray interpretation by a consulting radiologist, and other such services. Payment of any discounted amount billed to the patient after the service, is expected thirty (30) days after the date of invoice. This form must be completed every six months or if your financial situation changes.

Applicant's Name (First & Last name)			**Date of birth**	
Street	**City**	**State**	**Zip code**	**Phone number**
Are you currently employed?		☐ **YES** ☐ **NO**		
If no, how are you supporting yourself/household at this time?				
Total number of individuals in household:				

Names of ALL in household (First & Last name)	**Date of birth**	**Relationship to Applicant**

***If additional spots are needed, please list them on the following page.**

Source	**Self**	**Spouse**	**Other**	**Total**
Gross wages, salaries, tips, etc.				
Income from business, self-employment, and dependents				
Unemployment compensation, workers' compensation, Social Security, Supplemental Security Income, public assistance, veterans' payments, survivor benefits, pension or retirement				
Interest, dividends, rents, royalties, income from estates, trusts, educational assistance, alimony, child support, assistance from outside the household, or other miscellaneous sources				
Total Household Income				

**** Any and all forms of income verification must be provided in monthly or yearly amounts. ****

I certify that I have limited means of paying for medical services and that the information provided above is correct and true to the best of my knowledge. I agree to provide acceptable documentation as proof of my household income. I also authorize the clinic to disclose this information to other healthcare providers as necessary to qualify me for reduced fees for outside services (labs, etc.).

_____ _____

Patient/Responsible Party Signature Date

FOR OFFICE USE ONLY:

☐ **New Applicant** ☐ **Recertification**

Approved by: _____ Clinic & Provider: _____ Date: _____

Approved Discount Amount: _____ If recertifying, did the discount rate change? ☐ Yes ☐ No

ELIGIBILITY WORKSHEET

USE ONLY FOR ADDITIONAL HOUSEHOLD MEMBERS

Names of ALL in household (First & Last name)	Date of birth	Relationship to Applicant

I certify that I have limited means of paying for medical services and that the information provided above is correct and true to the best of my knowledge. I agree to provide acceptable documentation as proof of my household income. I also authorize the clinic to disclose this information to other healthcare providers as necessary to qualify me for reduced fees for outside services (labs, etc.).

Patient/Responsible Party Signature _____ Date _____

FOR OFFICE USE ONLY:

☐ **New Applicant** ☐ **Recertification**

Approved by: _____ Clinic & Provider: _____ Date: _____

Approved Discount Amount: _____ If recertifying, did the discount rate change? ☐ Yes ☐ No