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|  | Business Office               | No. ADMIN-005                                 |
|   | Title:<br>Charity Care Policy | Page: 1 of 4<br>Effective Date:<br>11/01/2022 |

**PURPOSE:**

The surgery center may provide free or reduced cost health care services and supplies from time to time to uninsured or underinsured patients who are unable to pay for these services. To do so, the surgery center has established this Policy on Charitable Care (the "Policy") to ensure that the decision to provide free or reduced cost health care services and supplies is based upon uniform and objective criteria.

Charitable Care shall refer to the provision of free or reduced cost health care services and supplies by the surgery center. Charitable Care shall not include cash payment in any form, such as the payment of any individual's health insurance premiums, or free goods not otherwise furnished in the ordinary course of the surgery center's operations.

WakeMed Surgery Center- Cary, LLC has established this Policy to verify that recipients of Charitable Care receive these free or reduced cost health care services and supplies in compliance with the surgery center's charitable intent.

**POLICY STATEMENT:**

Under no circumstances will the surgery center's employees, or anyone acting on behalf of the surgery center, offer any Charitable Care to the surgery center's patient or potential patients, unless specifically authorized under this policy.

Decision to commit the surgery center to provide Charitable Care shall be made on a case-by case basis by the surgery center's Administrator/Compliance Officer, who is responsible for ensuring that any request for Charitable Care is approved in accordance with this policy.

Patients requesting Charitable Care will be considered on a first-come, first-served basis.

All questions regarding this policy on Charitable Care shall be directed to the surgery center's Administrator/Compliance Officer.

**ENTITIES AFFECTED BY THIS POLICY (SCOPE):**

This policy is followed at the WakeMed Surgery Center-Cary.

**Origination date:** 11/01/2022


**Prepared by:** Susan Millner, Business Office Manager

**Approved by:** Governing Board{ *Approvers > Group Names and Specified Users > Job Title* }

**Reviewed:**

**Revised:** { *Date Approved* }

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**WHO SHOULD READ THIS POLICY:**

All WakeMed Surgery Center- Cary Business Office employees.

**PROCEDURES:**

**I. CHARITABLE CARE REQUEST FORM**

In order to ensure that decision to provide Charitable Care is based upon uniform, objective criteria, and to verify that Charitable Care is furnished to recipients in accordance with the surgery center’s charitable intent, each individual requesting Charitable Care from the surgery center (the “Applicant”) must be interviewed by the Business Office Manager using the Charitable Care Interview Form as a guide.

All information obtained during the interview will be kept confidential by the surgery center’s employees. Upon completion of the interview the Business Office Manager may ask the applicant to complete a “Patient Attestation for Charity Care” Form.

Under no circumstances shall the surgery center’s employees complete a “Patient Attestation for Charity Care” from on behalf of any Applicant nor shall the surgery center’s employees direct a healthcare provider to complete the “Patient Attestation for Charity Care” Form on behalf of any applicant.

All completed Charitable Care Request Forms first must be submitted by the Applicant directly to the WakeMed Surgery Center- Cary’s Business Office Manager for review. The Business Office Manager and the Administrator shall evaluate the request based on the criteria set forth below.

If the Administrator determines that the Applicant does not qualify for Charitable Care, then the Administrator shall document denial of care and the reason for denial on the Charitable Care Approval/Denial Form.

If the Administrator determines that the Applicant qualifies for Charitable Care, then the Administrator will give approval by signing the Charitable Care Approval/Denial Form.

**Origination date:** 11/01/2022


**Prepared by:** Susan Millner, Business Office Manager

**Approved by:** Governing Board{ *Approvers > Group Names and Specified Users > Job Title* }

**Reviewed:**

**Revised:** { *Date Approved* }

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## II. OBLIGATIONS OF SURGERY CENTER PERSONNEL

The surgery center's employees shall not advertise the availability of Charitable Care in any way, except to advise individual clients or physicians the availability of such care upon inquiry.

Such advice by an employee shall be limited to a statement that Charitable Care is available at the surgery center, but only under the strict criteria set forth in this policy, and that for further information, the patient or physician should contact the Administrator/Compliance Officer.

## III. CHARITY CARE APPLICATION PROCEDURE

- A. Completed application (and supporting documents) is reviewed and a determination of eligibility is made within 30 days. Written notice of determination is forwarded to the guarantor/patient. Copies of all documents are kept in the patient chart.
- B. Charity Care charges are entered into the patient accounting system and then written off at the same time. The comment section of the patient accounting system should document this occurrence and the reasons for the anticipated charity handling.
- C. If patient is Medicaid eligible, application to Medicaid must be completed and eligibility determined before consideration for assistance.
- D. Current account balances will be the basis for consideration for assistance. Previous balances that have resulted in bad debt classification will not be considered.
- E. Each application is effective for accounts listed as well as future services that occur within 180 days of the last approved application. A complete application would have to be completed for services that occur after the 180 day limit.
- F. Applications are considered confidential in nature, the property of WakeMed Surgery Center-Cary, and will be retained for 7 years.

**Origination date:** 11/01/2022


**Prepared by:** Susan Millner, Business Office Manager

**Approved by:** Governing Board { *Approvers > Group Names and Specified Users > Job Title* }

**Reviewed:**

**Revised:** { *Date Approved* }

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**THIS POLICY IS CROSS REFERENCED IN:**

ADMIN-012 Courtesy Discounts

**Origination date:** 11/01/2022

**Prepared by:** Susan Millner, Business Office Manager

**Approved by:** Governing Board{ *Approvers > Group Names and Specified Users > Job Title* }

**Reviewed:**

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