

# NEMOURS POLICY AND PROCEDURE MANUAL

**SUBJECT:** Nemours Financial Assistance Program Guidelines

**EFFECTIVE DATE:** May 14, 2014

**SUPERSEDES:** November 9, 2010

**SECTION:** Finance

**DEPARTMENT:** Finance

**NAME/TITLE:** David J. Bailey, MD, MBA, President and Chief Executive Officer

**SIGNATURE:**

**DATE APPROVED:** May 14, 2014

## 1. PURPOSE

As the magnitude of and potential for un-reimbursed care grows, so does the urgency to report it and to correctly and consistently distinguish between charity care and bad debt. The appropriate classification of charity care is often difficult and subject to judgment. The purpose of this policy is to outline The Nemours Foundation charity care determination program and process, a program referred to as the Nemours Financial Assistance Program (NFAP). Where practical, the application of this program is consistent with the Healthcare Financial Management Association's (HFMA) P & P Board Statement 15: Valuation and Financial Statement Presentation of Charity Care and Bad Debts by Institutional Providers and Internal Revenue Service reporting guidelines. This policy is in compliance with the Patient Protection and Affordable Care Act of 2010.

## 2. POLICY

- 2.1** It is the policy of The Nemours Foundation ("Nemours") that the Operating Divisions will provide care, at either a discount or at no charge, to Nemours patients who qualify for participation in the NFAP. Care for emergency medical conditions will be provided to individuals, without discrimination, regardless of their eligibility under NFAP.
- 2.2** On an annual basis, the Nemours Chief Financial Officer will approve and distribute the financial guidelines for determining a patient's financial eligibility for participating in the NFAP.
  - 2.2.1** The NFAP financial matrix guidelines for patients without insurance will be based on a floor of 250 percent of the Federal Poverty Level Guidelines and a ceiling of 300 percent of the Federal Poverty Level Guidelines. See Attachment 1.
- 2.3** A Nemours Executive Vice President, the Chief Executive of the Nemours/Alfred I. duPont Hospital for Children, the Chief Executive of Nemours Children's Hospital, the Chief Executive of the Nemours Children's Specialty Care and Nemours Children's Primary Care, or their delegate may make an exception to the qualifying guidelines, outlined below, for a family suffering from extraordinary circumstances. These exceptions are to be documented in writing.
- 2.4** In general, applicants for the NFAP are required to apply for all applicable state and/or federally supported assistance programs prior to qualifying for the NFAP. Nemours may assist families in applying for applicable state/federal programs.
  - 2.4.1** Failure on the part of the guarantor to cooperate with any internal Nemours or federal/state agency efforts involved in establishing eligibility may result in ineligibility for the NFAP. Upon request, guarantors are to provide a denial letter stating the reason they are not eligible for such federal or state programs.

- 2.5 Eligibility for the NFAP is available to patients who reside in Nemours' primary or secondary service area(s) as defined, and detailed on the NFAP Application.
- 2.6 Eligibility for the NFAP is determined based on income level and other circumstances of a patient/family.
- 2.7 The following are exclusions from the NFAP.
  - 2.7.1 Nemours will not routinely fund supplies (including pharmaceuticals), contact lenses, hearing aids or medical equipment not provided directly by a Nemours Operating Division. Any exceptions require the prior written approval from one of the following: a Nemours Executive Vice President, the Chief Executive of the Nemours/Alfred I. duPont Hospital for Children, the Chief Executive of Nemours Children's Hospital, the Chief Executive of the Nemours Children's Specialty Care and Nemours Children's Primary Care, or their delegate.
  - 2.7.2 In exceptional and extraordinary circumstances, Nemours may enter into written agreements with other health care providers to directly compensate them for services provided to NFAP participants. These agreements require the prior written approval from one of the following: a Nemours Executive Vice President, the Chief Executive of the Nemours/Alfred I. duPont Hospital for Children, the Chief Executive of Nemours Children's Hospital, the Chief Executive of the Nemours Children's Specialty Care and Nemours Children's Primary Care, or their delegate.
    - 2.7.2.1 It is not the intent or practice of Nemours to solicit patients with insurance by waiving or discounting co-insurance or deductible amounts. This does not prevent Nemours from waiving these balances after the application process, financial counselor review and the final determination of the guarantor's/patient's ability to pay given the approved financial guidelines.

### 3. DEFINITIONS

- 3.1 **Bad debt(s)** – results when a patient who has been determined to have the financial capacity to pay for health care services is unwilling to settle the claim.
- 3.2 **Charity care** – is provided to a patient with demonstrated inability to pay.

### 4. PROCEDURES

- 4.1 Any Nemours patient (or their guarantor) will, upon his/her request, be provided with a Nemours Financial Assistance Program application (Attachment 2) and a written explanation of the NFAP.
- 4.2 Any Nemours employee can refer guarantors/patients, who are believed to be eligible, to a Nemours Financial Counselor for information on the NFAP.
- 4.3 Guarantors/patients are encouraged to fully complete the Nemours Financial Assistance Program's application in order to be considered for participation in the NFAP. The completed application should be directed to the Financial Counseling Department.
  - 4.3.1 Failure to fully follow the terms and conditions of the NFAP (as either explained by the Financial Counselor or as outlined in the Application) may result in a patient's ineligibility for participating in the NFAP.
  - 4.3.2 Failure to make appropriate payments to Nemours, based upon his/her adjusted charges, may result in immediate ineligibility for continued participation in the NFAP and a reversion to "self-pay" status for all active outstanding accounts.
  - 4.3.3 In exceptional cases, after obtaining the written approval of the appropriate Associate Administrator, a Financial Counselor may accept verbal declarations as to income, insurance status, and dependents in assisting the applicant in completing his/her NFAP application.

- 4.3.4 An eligibility determination, where verbal information has been obtained or when there is insufficient information provided by the family to fully evaluate all the criteria, may be supported by external publicly available data sources, such as credit scoring organizations, that provide information on ability to pay. Information obtained from such sources will be documented as part of the application support or charity determination.
- 4.3.5 Consistent with the Patient Protection and Affordable Care Act of 2010, applications will be accepted and processed until at least 240 days from the date of the first billing statement.
- 4.4 The most current version of the NFAP's financial matrix's guidelines will be used to guide Financial Counselor(s) in determining a guarantor's/patient's financial eligibility for the NFAP.
- 4.5 The matrix included as Attachment 1 of this policy indicates the financial eligibility guidelines. If a guarantor/patient meets the financial qualifications and is eligible for a discount, the discount percentage will be applied to total gross charges.
- 4.6 Following a determination of financial assistance eligibility, the guarantor will not be charged more than individuals who have insurance which covers the care for emergency or other medically necessary care. We have calculated for Nemours/Alfred I duPont Hospital for Children and Nemours Children's Hospital separately, as a percentage of gross charges; the amounts paid relating to accounts for patients who have Medicare and commercial insurance. This amount is referred to in the Federal Register as the "Amounts Generally Billed" or "AGB". The method used to calculate this percentage is the "Look Back Method" as prescribed by 26 CFR Part I "Additional Requirements for Charitable Hospitals: Proposed Rule".
- 4.7 We have prepared an analysis, per the proposed regulations, to calculate the amounts paid by Medicare and private insurers (not including Medicaid or Medicaid managed care payers) as a percentage of gross charges. Both of the discount percentages offered by Nemours Children's Hospital (NCH) and Nemours/Alfred I. duPont Hospital for Children (N/AIDHC) on Attachment 1 exceed these calculated discount amounts. The AGB will be calculated annually to comply with the aforementioned regulations. The discounts offered by N/AIDHC and NCH will always be equal to or exceed the discounts calculated through the AGB method detailed above.
- 4.8 Nemours is willing to address changes in a guarantor's ability to pay, that occur within one year of the date that service has been provided. With the disclosure of the nature of such a change, NFAP participants may be eligible for a higher or full discount on any outstanding balance. The guarantor is responsible for reporting any such change to the Nemours Financial Counseling Department.
- 4.9 It is a requirement for continued participation, that the family/guarantor recertify their continued participation in the plan on an annual basis. The recertification process includes notification to the guarantor/patient of his/her obligation for services rendered and a subsequent signed statement from the guarantor/patient indicating that there has been no significant change in his/her financial information from the application date through the dates of service.
- 4.10 The NFAP is subject to audit at the discretion of the Nemours' Internal Audit Department.

## 5. MEASURE TO WIDELY PUBLICIZE NFAP

- 5.1 This policy contains procedures (see section 4 above) that describes the method by which a patient may apply for financial assistance. The NFAP application is included as Attachment 2.
- 5.2 Financial assistance will not be denied based on an applicant's failure to provide information not required by the NFAP application.
- 5.3 The public may obtain a copy of this NFAP policy, the NFAP application (Attachment 2), and a plain language summary of the policy by going to our website at [www.nemours.org](http://www.nemours.org).
- 5.4 Paper copies of the NFAP policy, the NFAP application, and a plain language summary are available at Nemours' hospital and clinic locations and will be provided without charge, upon request. These documents are available in English and Spanish and can be mailed to the requestor without charge.
- 5.5 Visitors to Nemours' hospital and clinic locations are informed of the availability of financial assistance through conspicuous displays located when they enter the location, at the check-in kiosks and through videos played on the various monitors, where applicable.
- 5.6 Residents of the community are made aware of the Nemours NFAP through our various clinic locations dispersed throughout our patient community. These clinics have brochures, displays, etc., on which the availability of Nemours financial assistance is displayed. This awareness is also made on the Delaware Medicaid website, which references the Nemours Financial Assistance Policy.
- 5.7 We believe the above measure to be in compliance with the IRS Regulations concerning charity care policies and procedures and making these policies and procedures widely publicized to the community served by the Hospitals.

### Review/Revision Dates:

**Original** – 3/22/00 Charity (Nemours Service)

**Revised** – 2/27/07 (Updated Attachments 1 and 2)

**Revised** – 10/8/04

**Revised** – 1/29/08 (Updated Attachments 1 and 2)

**Revised** – 5/23/06

**Revised** – 11/9/2010

**Revised** – 1/20/2011 (Updated Attachments 1 and 2)

**Revised** – 5/14/2014

# Attachment 1

The Nemours Foundation  
Nemours Financial Assistance Program:  
Patients Without Insurance  
Financial Guidelines

Family Size	<250% FPL 100% Disc	<300% FPL 80% Disc
1	\$33,975	\$40,770
2	\$45,775	\$54,930
3	\$57,575	\$69,090
4	\$69,375	\$83,250
5	\$81,175	\$97,410
6	\$92,975	\$111,570
7	\$104,775	\$125,730
8	\$116,575	\$139,890

FPL = Federal Poverty Level  
Source: [aspe.hhs.gov](https://aspe.hhs.gov): January 12, 2022

# Attachment 2

## Nemours Financial Assistance Program Application

### TYPE OF APPLICATION:

New    Renewal    Last Expired: \_\_\_\_\_

### PATIENT INFORMATION

Patient Name: \_\_\_\_\_ MRN: \_\_\_\_\_

Sex: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Social Security #: \_\_\_\_\_

Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

Sibling 1 Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Sibling 2 Name: \_\_\_\_\_ DOB: \_\_\_\_\_

### GUARANTOR/APPLICANT INFORMATION

Applicant Name: \_\_\_\_\_ Social Security #: \_\_\_\_\_

Relationship to Patient: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Number of Exemptions: \_\_\_\_\_ Marital Status: \_\_\_\_\_

Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

Income: \$ \_\_\_\_\_  Weekly    Biweekly    2x/Month    Monthly

Other Income: \$ \_\_\_\_\_  Alimony/Child Support    Social Security    Unemployment    Other

Employer: \_\_\_\_\_ Phone: \_\_\_\_\_

Employer Address: \_\_\_\_\_

## GUARANTOR/APPLICANT INFORMATION (CONTINUED)

Co-Applicant Name: \_\_\_\_\_ Social Security #: \_\_\_\_\_

Relationship to Patient: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Other Phone: \_\_\_\_\_

Income: \$ \_\_\_\_\_  Weekly  Biweekly  2x/Month  Monthly

Other Income: \$ \_\_\_\_\_  Alimony/Child Support  Social Security  Unemployment  Other

Employer: \_\_\_\_\_ Phone: \_\_\_\_\_

Employer Address: \_\_\_\_\_

I certify that the above information is true and accurate, to the best of my knowledge.

I understand this application is made to Nemours to determine my eligibility for financial assistance under the Nemours Financial Assistance Program (NFAP).

I understand that Nemours may verify all or any portion of the above information. I further agree to keep my account current and in standing. If my account goes into default, I will be disqualified from the program.

If during the review and processing of my application, it is determined that I am eligible for other assistance through Federal or State programs, I agree to take all reasonable steps necessary to participate in said program and shall immediately advise Nemours of such eligibility.

I agree to provide all requested information to process my application within 15 days of request. I understand that failure to do so may delay determination of my application or may cause disqualification from my participation in the NFAP. Further, I understand that my failure to complete the application within 30 days without contacting the Financial Advocate to request an extension will result in having to initiate a new application.

In the event this application is not approved, I understand that I will become fully responsible for my bill.

Applicant: \_\_\_\_\_ Co-Applicant: \_\_\_\_\_

Date: \_\_\_\_\_

Financial Advocate: \_\_\_\_\_ Date: \_\_\_\_\_