

STANDARD OPERATING PROCEDURE	
SUBJECT:	EMS Billing
TOPIC:	Requirements for Patient Financial Consideration Waiver
Reference Number:	EMS-06-003
Effective Date:	July 1, 2006
Date Last Reviewed:	
Signature of Approval:	Frank E. Wright, Fire & Rescue Chief

1.01 **PURPOSE:**

To establish Standard Operating Procedures for the Winchester Fire & Rescue Compassionate Payment Plan for those citizens unable to pay. This will establish an effective and efficient guideline for citizens. These procedures are intended to serve as guidelines creating an audit trail for the City to track financial write-offs.

1.02 **GENERAL:**

The Winchester Fire & Rescue Emergency Medical Transport's Standard Operating Procedures Billing Manual contains written standardized procedures. This manual will be utilized by Winchester Fire & Rescue Department personnel as the official reference for Standard Operating Procedures.

1.03 **RESPONSIBILITY:**

It is the responsibility of Winchester Fire & Rescue Administration, to thoroughly familiarize Winchester Fire & Rescue personnel, with the handling of a request from a citizen for Financial Consideration.

The patient's responsibility of financial charges may be waived by the guidelines established here upon approval by the Fire Chief, Captain of EMS, or the EMS Billing Manager.

1.04 **PROCEDURE:**

1. Financial Consideration Waiver Forms may be requested through the billing contractor or by calling the Winchester Fire and Rescue Department at (540-662-2298).
2. All forms should be completed and mailed to Winchester Fire and Rescue Department, P.O. Box 2998, Winchester, Virginia 22604.
3. All forms received from patients, for Financial Consideration, are kept confidential and reviewed on an individual basis by the Captain of EMS and EMS Billing Manager.
4. The Financial Consideration guidelines are calculated at two and one half times the Annual HHS Poverty Guidelines. (These Annual HHS Poverty Guidelines are computed yearly.) The EMS billing office will adjust the Financial Consideration guidelines according to the Annual update of the HHS Poverty Guidelines. (Source: Department of HHS Federal Register)
5. The Winchester Fire & Rescue EMS Billing Manager will notify the patient in writing when the Financial Consideration Waiver has been approved or denied.
6. If a patient meets the guidelines, approval will be noted on patient's account; the original Financial Consideration form will be filed at Winchester Fire & Rescue billing office, copies are sent to the City Finance office and to the billing company authorizing the elimination of the patient's charges.
7. If the patient does not meet the established guidelines but extenuating circumstances exist a patient can still request a Financial Consideration Waiver reconsider. Additional information can be requested for further review based on each individual case.
8. In each extenuating case the Financial Consideration Waiver will be reviewed by the Winchester Fire & Rescue Administration.
9. Once reviewed for reconsideration outside the income guidelines, the Financial Consideration Waiver will be approved or denied. The patient will be notified in writing if the reconsideration eliminates the charges, or a compassionate payment plan may be established.
10. If the charge is reconsidered and approved for elimination of charges, approval will be noted on patient's account. The original financial hardship form and the reconsideration form will be filed at Winchester Fire & Rescue billing office, copies sent to the City Finance office and to the billing company authorizing the elimination of the patient's charges.
11. If the patient does not meet the established guidelines. The Compassionate Payment Plan for those citizens unable to pay in full will be established. These patients can set up a payment plan with the billing contractor or set up a payment plan with the EMS billing office.

12. All citizens will be treated with compassion and provided with options to ensure financial hardship is avoided

1.05 **APPENDIX A:**

2006 Winchester Fire & Rescue Poverty Guideline

1.06 **REVISION:**

1.07 **REVOCATION**