Financial Assistance

I. Purpose
This policy provides financial assistance guidelines for the provision of free or discounted, eligible Medically Necessary services to patients who meet certain eligibility criteria and demonstrate an inability to pay.

II. Scope
This policy applies to all patients who are residents of Louisiana or Mississippi and receive either Professional Services or Technical Services at Ochsner Health System (Ochsner) that are Medically Necessary and who meet certain eligibility criteria.

III. Definitions
A. Emergency Medical Conditions—Defined within the meaning of section 1867 of the Social Security Act.
B. Expected Payments- All claims allowed by insurers.
C. Family Income—Defined by the Census Bureau which includes earnings, unemployment compensation, worker’s compensation, Social Security, Supplemental Security Income, public assistance, veterans’ payments, survivor benefits, pension or retirement income, interest, dividends, rents, royalties, income from estates, trusts, educational assistance, alimony, child support, assistance from outside the household, and other miscellaneous sources on a pre-tax basis. The following are excluded from calculation as Family Income by the Census Bureau:
   1. Noncash benefits (such as food stamps and housing subsidies);
   2. Capital gains or losses; and
   3. Non-relatives, such as housemates.
D. Federal Poverty Level (FPL)—The set minimum amount of gross income that a family needs for food, clothing, transportation, shelter and other necessities and varies by family size as set forth by the Department of Health and Human Services.
E. Financial Assistance—refers to healthcare services provided by Ochsner without charge or at a discount to qualifying patients.
F. Gross Charges—Total charges at the facility’s full established rates for the provision of patient care services before deductions from revenue are applied.
G. Medically Necessary—Services that are reasonable or necessary for the diagnosis or treatment of an illness or injury. Medical Necessity will be determined by the examining physician.
Financial Assistance

H. **Patient Portion**- The amount the patient is financially responsible for after insurance has been applied to the bill for the services rendered.

I. **Professional Services**- services provided by a physician or clinical professional.

J. **Self Pay Discount**- Discount applied to amounts due from patients for uninsured services.

K. **Technical Services**- medical or technical equipment, supplies or services.

L. **Underinsured**- Patient has some form of third party assistance but still has out-of-pocket expenses that exceed his/her ability to pay.

M. **Uninsured**- Patient has no form of third party assistance to assist with financial responsibility for medical services.

IV. **Policy Statements**

A. Ochsner is committed to providing Financial Assistance for Medically Necessary Care to persons who are Uninsured, Underinsured, ineligible for a government program, or otherwise unable to pay, and who are determined to be eligible for Financial Assistance in accordance with this policy. Ochsner shall provide, without discrimination, care of Emergency Medical Conditions to individuals regardless of their eligibility for Financial Assistance or for government assistance.

B. Patients who are determined eligible for Financial Assistance shall not be deferred for Medically Necessary care.

C. Patients are expected to cooperate with Ochsner’s procedures for obtaining Financial Assistance or other forms of payment, and to contribute to the costs of their care based on their individual ability to pay.

D. The granting of Financial Assistance shall be based on an individualized determination of financial need and will not take into account age, gender, race, social or immigration status, sexual orientation, or religious affiliation.

V. **Procedures/Standards and Roles & Responsibilities**

A. **Eligibility for Financial Assistance**

   1. Financial Assistance applies to patient liability only, including but not limited to, deductibles, co-payments, and co-insurances and is available to residents of Louisiana and Mississippi. Eligibility for Financial Assistance is determined based on the patient’s Family Income, assets, and family size.

   2. Ochsner shall provide a 100% Financial Assistance discount for eligible services to patients whose Family Income is at 200% of the FPL Guidelines or less.
3. Patients whose Family Income exceeds 200% of the FPL may be eligible to receive discounted rates on a case-by-case basis based on their specific circumstances, such as catastrophic illness or medical indigence, at the discretion of Ochsner. For exceptions, documentation may be required to qualify for Financial Assistance. Exceptions include, but are not limited to:

a. Expensive medications;

b. Terminal illness; or

c. Multiple hospitalizations.

4. Failure to comply with Ochsner’s Medicaid coverage and Financial Assistance screening process will exclude patients from Financial Assistance eligibility.

5. Modifications to previously awarded discounts shall be made if subsequent information indicates the information provided to Ochsner was inaccurate.

B. Services Available Under this Policy

1. Financial Assistance is available for all Professional Services and Technical Services, except for the following:

a. Pre paid, fixed price services;

b. Transplant services; and

c. Fees for Professional services rendered by the providers as listed on Attachment A.

C. Methods by Which Patients May Apply for Financial Assistance

1. Financial Assistance requests can be made by contacting the Patient Account Customer Service department via telephone, email, fax, or written correspondence or by visiting the Patient Financial Services Department located at Ochsner Health System facilities.

2. Financial need will be determined by an individual assessment of financial need and may:

a. Include an application process (“Attachment B”), in which the patient or the patient’s guarantor, is required to cooperate and supply personal, financial, and other information and documentation relevant to making a determination of financial need;

i. The Financial Assistance application is required to provide additional information to allow for a more in-depth review of borderline approvals, hardship cases, and large balances.
Financial Assistance

b. Include the use of external publicly available data sources that provide information on a patient’s or a patient’s guarantor’s ability to pay (such as credit scoring);

c. Use a third party tool when there is insufficient information provided by the patient and may be utilized as the sole documentation source to make a Financial Assistance determination;

d. Include reasonable efforts by Ochsner to explore appropriate alternative sources of payment and coverage from public and private payment programs and to assist patients to apply for such programs; or

e. Include a review of the patient’s outstanding accounts receivable for prior services rendered and the patient’s payment history.

3. Applications for Financial Assistance are considered on an episode-of-care by episode-of-care basis. A patient has 240 days from the date of the first post-discharge bill for an episode of care to apply for Financial Assistance for that episode of care.

D. Amounts Charged to Patients

1. Patients who receive financial assistance may not be charged more for the same services generally billed to insured patients. The Financial Assistance discounts are separately calculated for each facility and represent the average payor yield by reviewing Medicare and commercial actual and Expected Payments (including the Patient Portion) over the prior twelve month period as demonstrated more fully on Attachment C.

E. Presumptive Financial Assistance Eligibility

1. In addition to the formal Financial Assistance application process, Uninsured patients may also be presumed to be eligible for Financial Assistance for charges on Technical Services based on evidence provided via use of a third party screening tool, which may be utilized as the sole documentation source to make a Financial Assistance determination.

2. Medically Necessary charges not covered by Medicaid or indigent care programs may be presumed eligible for Financial Assistance.

3. Account balances with previously made payments may be considered for Financial Assistance if requested through Patient Financial Services or Patient Accounts Customer Service; however, they shall not be considered through the presumptive Financial Assistance process.

F. Billing and Collection Efforts
Financial Assistance

1. The Billing and Collections policy and translated copies can be obtained:
   b. upon written request at Ochsner Health System Patient Financial Services
      1514 Jefferson Highway, New Orleans, LA 70121.

2. Ochsner will not impose extraordinary collection efforts such as wage garnishment, liens on primary residences or other legal actions for any patient without first making reasonable efforts to determine whether that patient is eligible for Financial Assistance under this policy.

G. Communication of the Financial Assistance Program to Patients and Within the Community

1. Information about the Financial Assistance program can be found on patient billing statements, the Ochsner web site, by visiting Patient Financial Services located at the Ochsner facilities, or on the patient discharge summary.

VI. Enforcement and Exceptions

A. Failure to comply with this policy may result in progressive discipline up to and including termination of employment for employees or termination of contract or service for third-party personnel, students or volunteers.

VII. Internal References

OHS.REV.044 Billing and Collections policy

VIII. External References

HFMA 501(c)(3) Hospital Charity Care Policy and Procedure

Census Bureau Measure of Poverty [https://www.census.gov/hhes/www/poverty/about/overview/measure.html](https://www.census.gov/hhes/www/poverty/about/overview/measure.html)

42.U.S.C. 1395dd

26 U.S.C 501, see also 26 CFR Parts 1, 53 and 602, Additional Requirements for Charitable Hospitals; Final Rule
IX. Policy History
OHS.REV.042 Financial Assistance (July 2014)

X. Approved

Warner Thomas, President and Chief Executive Officer
Scott Posecai, Executive Vice President and Chief Financial Officer

Reviewers
Stephanie Wells, System Vice President Revenue Cycle Services
Katherine Cardwell, AVP Revenue Cycle
System Policy Review Committee, 10/26/2015
Attachment A Professional Services Not Covered by Financial Assistance Policy

Policy Number OHS.REV.042
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Review Dates 07/2014
Revision Dates 07/2014, 02/2016
Policy Owner(s) Patient Financial Services

Ochsner Medical Center- Baton Rouge and clinics

Fees for professional services rendered by the providers listed below are not covered by Ochsner’s Financial Assistance Policy.

Alternative Foot Clinic
Anesthesiology Group
Associates in Plastic Surgery
Baton Rouge General Pennington Cancer Center
Baton Rouge General Physicians Denham Springs
Baton Rouge Neonatal Assoc/Infamedics
Baton Rouge Radiology Group
Bayou Diagnostic, LLC
CVT Surgical Center
Family Health of Louisiana
Footcare Surgery Center
Homedia
Joseph B. Boucree, Jr., M.D.
La. Orthopedic Institute
Louisiana Internal Medicine Associates
Louisiana Spine & Pain Institute
Louisiana Spine & Sports Medicine
Mary Bird Perkins Cancer Center
Mary Deland
Mastology Center and Breast Clinic
Mohs Surgery Specialist, LLC
Nephrology & Wellness
Neuromedical Center
Ochsner Health Center - Bluebonnet
Ochsner Health Center - O’Neal
Optimal Health Out-Patient Clinic
Parris Cardiovascular Center
PEDIATRIC CARDIOLOGY ASSOC.
Pediatric Cardiology Associates
Peter Bostick, MD
Russell J. Saloom, MD
S.E. Louisiana Radiation Oncology
Shenandoah Medical Associates
Team Health
Team Health Southeast
The Pain Treatment Center of Baton Rouge
The Pediatric Eye Care Center, LLC
Vascular Specialty Center
Vascular Specialty Center, LLC
Virtual Radiologic
Virtual Radiologic Professionals, LLC

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West Side Family Medicine
Woman’s Hospital
Wound Care Associates

Remainder of page intentionally left blank, remainder of providers continues on next page.
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Policy Owner(s) Patient Financial Services

Ochsner Baptist and clinics

Fees for professional services rendered by the providers listed below are not covered by Ochsner’s Financial Assistance Policy.

Advanced Plastic Surgery, Inc.
Anesthesia Consultants of the South
Audubon Fertility & Reproductive
Audubon Orthopedics & Sports Medicine
Botero Eye Clinic
Brandon M. Wool, MD
Bronx Plastic Surgery
Brown & Wise, LLC
Buras & Leboeuf
Caplan Eye Clinic
Cascio Sports Medicine
Center for Restorative Breast Surgery
Cherie Niles, MD, APMC
Christopher Leggio, DPM, A Professional Medical Corporation
Crescent City Headache and Neurology Center, LLC
Crescent City Ob/Gyn
Crescent City Orthopedics
Crescent City Physicians-General Surgery
David Hutchinson, Inc.
Donald C. Faust, MD
Dr. Robert H. Miles and Dr. Margaret M. Pelitere
Drs. Combs & Lutz, LLC
Drs. Louapre, Kokemor, Sarrat & Braedt, LLC
Drs. Worley, Tauzin & Magne
East Cooper Plastic Surgery
East Jefferson Internal Medicine
Eric Finley, MD LLC
Eye Care 20/20
Eye Surgery Center of Louisiana
Eyelid & Facial Consultants
Farnsworth Dermatology LLC
Fertility Institute of N.O.
Fisher Pediatric Clinic
Fleur de Lis
Garden District Podiatry
George Haik Eye Clinic
Greater N.O. Eye Physicians
Haik & Terrell, LLC
Hales Pediatrics
Harry Johnson III, MD
Heart Clinic of New Orleans

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<td>Ilgenfritz, Worley &amp; Tauzin</td>
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<td>Internal Medicine Specialists</td>
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<tr>
<td>Jacobson &amp; Ruhe</td>
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<tr>
<td>Jefferson Radiation Oncology, LLC</td>
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<td>Juan Escobar, MD, LTD, APMC</td>
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<td>Jules Turner, MD LLC</td>
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<td>Keith Capone, MD</td>
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<td>Khoobehi and Associates</td>
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<td>Lake Vista Pediatrics</td>
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<td>Lance Turkish MD, APC</td>
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<tr>
<td>Leon Shingledecker, DPMLGSPRLA, LLC</td>
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<tr>
<td>Leslie Parro-Gottsegen, DDS, LLC</td>
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<td>Li Pediatrics, LLC</td>
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<tr>
<td>Lisa Germain, DDS, M.Sc.D.</td>
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<td>Lousteau &amp; Cecola</td>
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<td>LSU Cardiology</td>
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<td>LSU Plastic &amp; Reconstructive Surgery</td>
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<td>LSU Vascular Associates</td>
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<td>M.D. Claiborne &amp; Associates, LLC</td>
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<td>Major Perfusion Services, LLC</td>
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<td>Michael F. Adinolfi MD APC</td>
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<td>Michael Haydel, MD, Inc.</td>
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<td>Michael Moses, MD, A Professional Medical Corporation</td>
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<td>M'Liss Hogan, MD, LLC</td>
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<td>Napoleon Pediatrics</td>
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<td>Nathan Fischman, MD LLC</td>
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<td>Neil Baum, MD, A Professional Medical Corporation</td>
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<td>New Orleans Center for Aesthetics &amp; Plastic Surgery</td>
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<td>New Orleans Podiatry Associates</td>
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<td>Ochsner Medical Center - North Shore</td>
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<td>Orthopedic Specialists of N.O.</td>
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<td>Orthopedic Associates</td>
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<td>Orthopedic Center for Sports Medicine</td>
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<td>Pontchartrain Bone &amp; Joint Clinic</td>
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<td>Radiation Medicine Associates, LLC</td>
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<td>Retina and Vitreous Specialists</td>
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Rivas & Sharp
Robert J. Allen, MD APMC
Ronald Swartz, MD., LTD A Professional Medical Corporation
Rurary O'Connell, MD, Bariatric Surgeon
Scott Lanoux and Associates, LLC
Shaminder Gupta, MD, APMC
Shiva Akula, MD, Infectious Disease Medicine
Southern Aesthetics
Southern Orthopedic Specialists
Spinecare Medical Group
Srinivas Ganji, MD
St. Martin, Bhansali & Kjellgren
Staudinger & Walsh
Talaat Mohamed, MD Psychiatry and Psychoanalysis
Thaddeus R. Temple, MD
The Rheumatology Group, LLC
Thomas L. Ewing, MD A Professional Medical Corporation
Tri-Parish Pediatrics
Tulane Cardiology
Uptown Nephrology
Urology-Medical and Surgical (A Medical Corporation)
Virtual Radiologic
Virtual Radiologic Professionals, LLC
Westside Orthopedic Clinic
William La Corte, A Professional Medical Corporation
Woessner Medical

Remainder of page intentionally left blank, remainder of providers continues on next page.
Fees for professional services rendered by the providers listed below are not covered by this Financial Assistance Policy.

Advanced Neurodiagnostic Center
Baton Rouge Radiology Group
Canal Street Cardiology Associates
Caplan Eye Clinic
Children’s Hospital/Dept of Orthopedics
Clearview Internal Medicine
Community Care Psychiatric Hospital
Cypress Pediatrics, LLC
Daughters of Charity
DPMLGSPRLA, LLC
East Bank Gastroenterology, Inc.
Family Medicine & Acupuncture, LLC
First Medical Clinic, A PMC
Foot Health Center LLC
General Adult Geriatric, Addiction & Forensic Psychiatry
Gulf South Foot & Ankle
Hand Surgical Associates
Jefferson Radiation Oncology, LLC
Kenner Physician Associates
Kidney Consultants, LLC
LaPlace Laser & Dermatologic Surg. Ctr.
Li Pediatrics
LSU Cardiology
LSU Multi-Specialty Clinic at Kenner
LSU Neurology
LSU Neurology - Uptown Clinic
LSU Orthopedics - Uptown Clinic
LSU Plastic Surgery
LSU Rheumatology
LSUHSC Family Practice Center
LSUHSC/Dept of Anesthesia
LSUHSC/Dept of Cardiology
LSUHSC/Dept of Infectious Disease
LSUHSC/Dept of Neurology
LSUHSC/Dept of Orthopedic Surgery
LSUHSC/Dept of Plastic Surgery
LSUHSC/Dept of Pulmonary Medicine
LSUHSC/Dept of Surgery
LSUHSC/Dept of Orthopedic Surgery
LSUHSC/Hospitalist’s Office
LSUHSC/Orthopedic Clinic
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LSUHSC/Section of Gastroenterology
LSUHSC/Section of Nephrology
Major Perfusion Services, LLC
Metropolitan Gastroenterology Associates
Metropolitan Gastroenterology Associates
Nephrology Associates
Neuroendocrine Clinic
Neurology Clinic
Neuromuscular Medical Associates, LLC
New Orleans Clinic for Voice
New Orleans Nephrology Associates
New Orleans Podiatry Associates
OMC-Kenner Anesthesia Department
OMC-Kenner Emergency Department
OMC-Kenner Radiology Department
OMC-Kenner Wound Care Center/Hyperbarics
OMCK-Obstetrics & Gynecology
Orleans Cardiology
Orthopedic Specialists
Quynh Mai Clinic
Radiology Associates, LLC
River Region Orthopedics
Riverside Surgical Associates
Robert M. DeBellevue, MD APMC
Rue De Sante Women’s Center
Schumacher Group
Southern Brain & Spine
Spectrum Neurology Center
St. James Surgical Specialists
Surgical Associates, LLC
The Carcinoid Clinic
The Children’s Clinic
The Schumacher Group, Inc.
Uptown Dermatology & Aesthetics
Virtual Radiologic Professionals, LLC
Vitreoretinal Institute
Vorhoff & Schabelman

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<td>Patient Financial Services</td>
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Ochsner Medical Center- Northshore and clinics

Fees for professional services rendered by the providers listed below are not covered by Ochsner's Financial Assistance Policy.

Hebert, A. Foster MD
McDonald, Kate MD
Donohue, Cary T. DPM
Dabdoub, William H. DPM
Watson, Steven J. DPM
Donaldson, Edward DDS
Donaldson, Jill M. DDS
Smith, Tessa M. DDS
Sones, Christopher L. FNP
Bitar, Camille N. MD
Muller, Robert J. MD
Bethala, Vasanth K. MD
Echenique, Victor M. MD
Long, William J. MD
Pernenkil, Ratnakar MD
Pothineni, Koteswara R.MD
Brown, Darrel L. CST
Schuster, Sherry D. CST
Rougelot, Amy G. PA-C
Devraj, Timothy MD
Blum, Craig A. MD
Ordoyne, William K. Jr. MD
Trahan, Christopher MD
Duong, Hop MD
Abou Turk, Chirine A. MD
Braudt, Steven M. DO
Dang, Lan T. MD
Heiman, Jonathan N. MD
Hernandez, Eduardo J. MD
Jang, Jessica T. MD
Jeansonne, Cornel J. MD
Maraia, Jennifer H. MD
Pouw, I. Victor V. MD
Smith, Raelanda E. MD
Francis, Michael C. MD
Patterson, Fred D. MD
Duthu, Angela S. MD
Lagarde, Gina P. MD
Seal, Douglas E. CCP
Eddington, Jeanne F. MD
Eddington, Robert A. MD

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Neitzschman, Harold MD
Watson II, Hilary Stephen MD
Caire IV, Arthur A. MD
Casey, Michael D. MD
Henry, Miyoshi L. MD
Boudreaux, Benjamin J. MD
Thibodeaux, Crystal A. FNP
Sultan, Aqib MD
Vadiee, Abdoleza MD
Vigee, Darren M. DPM
Palo, Matti W. MD
Lawrence Jr., George E. MD
Oertling, Cherie G. MD
Oertling, Robert J. MD
Oubre, David N. MD
Rome, Alison M. MD
Angelo, John DO
Riser, James M. MD
Rowland, Sheryl L. MD
Waring, Phyllis D. MD
Serrat, Pedro A. MD
Hebert, Louis C. MD
Pena, Gerard F. MD
Hudson, Jerry L. MD
Swanton, Robert G. MD
Owens, Robert E. MD
Awaad, Mohammed I. MD
Rothfleisch, Richard MD
Dixit, Madhuri D. MD
Lasala, Gabriel P. MD
Aikawa, Taro MD
Awwad, Reem S. MD
Bulczak, Dariusz P. MD
Burkholz, Kimberly J. MD
Caldemeyer, Karen S. MD
Carlson, Jeffrey J. MD
Cavazos, Cristina M. MD
Cho, Parina G. MD
Crouch, John E. MD
Davae, Ketan C. MD
Davis, Mark C. MD
Davis, Steven W. MD
Delman, Tal B. MD
Diaz-Horsley, Jannell F. MD
Hughes Jr., Douglas E. MD
Jain, Shelly MD
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Lewis, John D. MD
Lovelace, Todd D. MD
Lowry, Patricia A. MD
Mahmood, Omar A. MD
Morley, Robert M. MD
Nguyen, Victoria A. MD
Parada-Orrego, Sandra MD
Philip, Shailendri E. MD
Postal, Eric S. MD
Robinette, Alison M. MD
Sonken, Ronald S. MD
Staib Jr, Neil E. MD
Strong, Benjamin W. MD
Toothman, Richard L. MD
Turner, James H. MD
Verma, Sumeet MD
Weems, Danielle M. MD
Zamora, Kathryn W. MD
Weiler, Jonathan E. MD

A. Foster Hebert, MD, APMC
Acadian Dermatology
Advanced Foot Care LLC
Associated Foot Surgeons - Slidell
Bippo's Place for Smiles
Bitar's Specialty Clinic
Camellia Women's Center
Cardiology Institute, Inc.
Cardiothoracic Surgery, PA
Center for Restorative Breast Surgery
Louisiana Heart Hospital Physicians Group - Orthopedics
Chalmette Medical Clinic LLC
Children's International Medical Group
Cross Gates Pediatrics
Department of Health & Hospitals - Office of Public Health
DSA Perfusion
Eddingtons, Slocum, Berault & Landry
Elite Orthopedic Specialists
EyeCare 20/20
First Assistant, LLC
Gastroenterology Group, AMC
Gregory L. Groglio, MD, APMC
Gulf Coast Pain Institute APMC
IMG Physicians, LLC
Innovative Medical Clinic
Kidney & Hypertension Associates

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Louisiana Heart Hospital Physicians Group - Primary Care
Louisiana Heart Hospital Physicians Group - Slidell Surgery
Louisiana Medical Center and Heart Hospital PCP, LLC
Medical & Surgical Eye Center
Michele Cooper, M.D., LLC
Nephrology & Wellness
Neuro Technology Institute
Northlake Cardiology
Northlake Eye Center
Northlake Hematology/Oncology Associates
Northlake Nephrology Institute
Northlake Urology
Northlake Women's Healthcare Group
Northshore Family Medical Center
Northshore Plastic Surgery
Ochsner Health Center - Orthopedic Slidell
Ochsner Medical Center - North Shore
Ochsner Medical Center - North Shore - Physical Medicine & Rehab
Paradigm Foot Care & Podiatric Surgery
Pearl Acres Pediatrics, LLC
Pontchartrain Hematology Oncology
Renal Physicians Group, LLC
Riser Medical Associates, PLLC
Rowland-Duffour Clinic
Serrant MD Medical Spa and Aesthetic Clinic
Slidell Ear Nose & Throat Associates
Slidell Memorial Hospital - Pathology
Slidell Memorial Hospital - Radiation Oncology
South Mississippi Heart and Vascular Institute, LLC
CompHealth
St. Tammany Community Health Center
Tchefuncte Cardiology Associates-Lakeview, LLC
Virtual Radiologic Professionals, LLC
Weiler Plastic Surgery

Remainder of page intentionally left blank, remainder of providers continues on next page.
Ochsner Medical Center-West Bank and clinics

Fees for professional services rendered by the providers listed below are not covered by Ochsner's Financial Assistance Policy.

Abbey Lewis-Gallien, MD
Ahmad M. Shanableh, MD, LLC, Inc
Alix Bouchette, MD
Andre G. Guette, MD
AUC - Algiers Urgent Care, LLC
Bethesda Medical Clinic, LLC
Charles Simonson, MD
Cherie Niles, MD
Children's Hospital - Ped. Genetics
Children's Medical Clinical
Cory Cashman, MD
Crescent Surgical Group, LLC - Gretna
Daniel A. Long, MD
Daniel Bouchette, MD
Daphne Glindmeyer, MD
Daughters of Charity Services
David A. Beary, MD
Deepthi Murthy, MD, APMC
Delta Medical Clinic
Donald L. Peterson, MD
EB Ross, Jr., MD and Stephen D. Goodwin, MD
Endocrinology & Diabetes Associates, LLC
Excelth Family Health Center - Algiers
Excelth Family Health Center - Gentilly
F&G Medical Clinic
Family Physicians Center
Fisher Pediatric Clinic
Foot and Ankle Center, LLC - George J. Smith, MD
Gretna Family Medical Clinic
Growing Up Children`s Clinic
Harvey Medcare
Heart Clinic of Louisiana - Marrero
Irwin, Kimble, Long & Pippin
Janice Glenn, MD
Jefferson Community Health Care Centers -Avondale
Jefferson Medical Clinic
Jefferson Neurobehavioral Group - Metairie
Jefferson Orthopaedics
Jefferson Pediatric Clinic
JenCare Neighborhood Medical Center - Metairie
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Date of Issue 07/2014
Review Dates 07/2014
Revision Dates 07/2014, 02/2016
Policy Owner(s) Patient Financial Services

JenCare Neighborhood Medical Clinics
Juan Escobar, MD, LTD, APMC
Jules M. Turner, MD, LLC
Khoobehi and Associates
Klinger and Marshall, Dermatology, LLC
Kundan L. Gupta, MD
Lindsay R. York Fantaci, MD
Linh Nguyen, DPM, Foot Clinic
LSU - Dept Of Cardiology - Bolivar
LSU - Dept of Cardiology - West Bank
LSU - Dept. of Cardiology
Metropolitan Gastroenterology Associates - Mailing
Metropolitan Gastroenterology Associates - Metairie
Metropolitan Gastroenterology Associates *
Michael F. McSweeney, MD
Michael G. Russo, MD
Michael J. Helm, MD
Michael P. Haydel, MD, Inc - Gretna
Neonatal Medical Group
New Orleans Headache & Neurology Clinic
New Orleans Nephrology Assoc. - Marrero
New Orleans Nephrology Assoc. - Metairie
Ochsner Medical Center - West Bank - OB/GYN
Ochsner West Bank - Urology
Optima Eye Care, LLC
Oral Surgery Services, LLC - Metairie
Pain Management / Anesthesiology Group
Paradigm Orthopedic Surgery and Sports Medicine
Pediatric Clinic Westbank
Pediatrics Kid-Med
Premium Care Medical Center, LLC
Primary Care Plus
Pulmonary Medicine Associates
Shaminder M. Gupta, MD, APMC
Shaunda P. Jones, MD
Shiva K. Akula, MD
Southern Pain and Anesthesia
Southern Surgical Specialists, LLC
Spine Care Medical Group
Staudinger & Walsh
The Clinic for Total Feminine Care
The Labadie Group
Tilak K. Mallik, MD, FACE, LLC
Tillery Family Practice Clinic
Tulane Multi Specialty Clinic
Virtual Radiologic Professionals, LLC
Attachment A Professional Services Not Covered by Financial Assistance Policy

Policy Number: OHS.REV.042
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West Bank Plastic Surgery, LLC
West Bank Urgent Care
Westbank Medical & Walk-In Clinic
Westcare Medical Center
Westside Clinic - Marrero
Westside Dermatology Assoc., Inc.
Westside Eye Clinic
Women's Medical Center

Remainder of page intentionally left blank, remainder of providers continues on next page.
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**Ochsner St Anne and clinics**

Fees for professional services rendered by the providers listed below are not covered by Ochsner's Financial Assistance Policy.

- Anesthesiology Group
- Bayou Oncology
- Cancer Care Specialist
- Cardiovascular Institute of the South
- Cardiovascular Institute of South Thibodaux
- Cardiovascular Institute of the South
- Cardiovascular Institute of the South, APMC
- Charles J. Monier, Jr., MD, LLC
- Chiasson Eye Care
- Children’s Clinic of Thibodaux
- Children’s Clinic
- CIS-Raceland
- Correct Care Inc
- Eyecare Associates
- Grafton Dermatology and Cosmetic Surgery
- Houma Orthopedic Clinic
- Lafourche Podiatry
- Leonard J. Chabert
- LocumTenens.com
- Nephrology Associates
- Orthopedic Sports Specialists of Louisiana, LLC
- Patrick Hagen ENT and Sinus Clinic
- Pro Path
- Ralph J. Bourgeois, MD
- Richard DeMoss, MD, LLC
- Schumacher Group
- Southern ENT
- Southern ENT Associates, Inc.
- Stephen B. Morris, MD/Orthopedic Associates
- Telemedx
- TherEX
- TherEx onsite Rehab Services
- Thibodaux Orthopedics and Sport Medicine Clinic
- Thibodaux Surgical Specialists
- Thibodaux Urgent Care
- Virtual Radiologic
- Virtual Radiologic Professionals, LLC
- Wound Care Specialists
The Ochsner Health System ("OHS") is committed to providing financial assistance for patients with a demonstrated financial need or hardship, who have received medically necessary healthcare services provided by OHS. Medically necessary services are services that are reasonable or necessary for the diagnosis or treatment of an illness or injury. Medical necessity will be determined by the examining physician. This application does not serve as a guarantee of financial assistance or reduction in outstanding liability.

**Forms to include:**

- OHS Financial Assistance Application
- OHS Patient Attestation

**Documentation to include:**

1) Copy of most recently filed income tax return, or
2) Copy of three (3) most recent pay stubs.
   a. If unemployed, please provide letter from last employer OR copy of unemployment award letter OR letter certifying denial of unemployment benefits from applicable state department of labor
3) Copy of Social Security Administration monthly award letter
4) Copy of Disability monthly award letter
5) Copy of healthcare insurance card/information
6) Any and all other income:
   a. Spousal/Child Support
   b. Rental Property
   c. Investment Income
7) Medicaid denial letter from state administrator
   Proof of dependents

Please Mail Completed Info to:

Ochsner Health System
Attn: ________________
1514 Jefferson Hwy
New Orleans, LA 70121

**Income Information:** Please complete the income information below. Please state if the income listed is per month or per year.

*If married, please include spouse income information under the Co-Applicant fields*

<table>
<thead>
<tr>
<th>Income Sources</th>
<th>Applicant Per Month/Year</th>
<th>Co-Applicant Per Month/Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Social Security</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Disability</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Unemployment</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Rental Property</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Investment Income</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Spousal Support</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Child Support</td>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>

Total Combined Income $
### Applicant(s) Information

<table>
<thead>
<tr>
<th>Relationship to patient:</th>
<th>Marital Status (*):</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Self</td>
<td>[ ] Spouse</td>
</tr>
</tbody>
</table>

* If Married, please include spouse information and income

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Middle Initial</th>
<th>U.S. Citizen</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date of Birth</th>
<th>Number of Dependents</th>
<th>Age of Dependents</th>
<th>Current Telephone Number</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Street Address</th>
<th>City, Parish, State</th>
<th>ZIP</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Current Employer</th>
<th>City, Parish, State</th>
<th>Position</th>
</tr>
</thead>
</table>

If you are not working, how long have you been unemployed?

### Co-applicant Information

<table>
<thead>
<tr>
<th>Relationship to patient:</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Self</td>
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<tr>
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<th>City, Parish, State</th>
<th>Position</th>
</tr>
</thead>
</table>

If you are not working, how long have you been unemployed?
Attestation

- I have complied with the Ochsner Medical Cost Assistance Program ("MCAP") screening process to determine if I may be eligible for alternate resources (COBRA, Social Security, Medicaid, and Victim of Crime).

- I understand that until I have complied with the MCAP eligibility process, or applicable application process, I will not be eligible for financial assistance.

- I understand that balances due to non-medically necessary services, such as purely elective or cosmetic services are not eligible for financial assistance, and I have not included any of those balances in this request.

- If I have included balances due to purely elective or cosmetic services, they will not be adjusted. If they are adjusted in error, they will be reinstated.

- If applicable, I have provided my most recent/current Insurance card with appropriate information to submit past, present, and future claims.

- I have provided all requested documentation from page 1 of this application. I attest that all information provided on this application, as well as all supporting documents are accurate and truthful to the best of my knowledge and ability.

Printed Name

Signature

Date of Application

Phone/Contact

Address (Street Address, City, State, Zip)

Attachment(s)

Ochsner

Financial Assistance Program
No Income Verification / Statement of Support

________________________ (Applicant) is applying for financial assistance with the Ochsner Health System. The applicant has stated they do not receive any monthly/yearly income. The applicant has listed you as their sole means of support.

To the best of my knowledge, the applicant has no income and I certify this to be true. I am either providing the applicant with food and shelter and/or providing the applicant with financial support as specified below ________________________________

(Relationship to the applicant-for example: Shelter, Mother, Father, Other)

I am providing:

- Food and Shelter $______________ Approximate monthly total
- Financial Support $______________ Approximate monthly total
- Other $______________ Approximate monthly total

________________________
Printed Name (of supporter) Signature (of supporter)

________________________
Date Phone/Contact

________________________
Address (Street Address, City, State, Zip)

If you have any questions or concerns, you may contact the Patient Accounts Customer Service department by phone at 504-842-4190.

Ochsner Health System
Attn: ________________
1514 Jefferson Hwy
New Orleans, LA 70121
### Facility Calculated Discount Rate

<table>
<thead>
<tr>
<th>Facility</th>
<th>Calculated Discount Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jeff Hwy, Baptist, &amp; Westbank</td>
<td>67.54%</td>
</tr>
<tr>
<td>Baton Rouge</td>
<td>69.72%</td>
</tr>
<tr>
<td>Kenner</td>
<td>73.68%</td>
</tr>
<tr>
<td>Northshore</td>
<td>80.45%</td>
</tr>
<tr>
<td>St. Anne</td>
<td>42.79%</td>
</tr>
</tbody>
</table>

### Physician Charges Calculated Discount Rate

<table>
<thead>
<tr>
<th>Physician Charges</th>
<th>Calculated Discount Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jeff Hwy, Baptist, &amp; Westbank</td>
<td>[57]%</td>
</tr>
<tr>
<td>Baton Rouge</td>
<td>[57]%</td>
</tr>
<tr>
<td>Kenner</td>
<td>[57]%</td>
</tr>
<tr>
<td>Northshore</td>
<td>[57]%</td>
</tr>
<tr>
<td>St. Anne</td>
<td>[57]%</td>
</tr>
</tbody>
</table>