

### St Vincent Health Payment Options

**Objective:** Programs offered must be viewed as a positive by our patients and lead to an increase in customer satisfaction. To reduce the amount of patient responsibility accounts receivable, the hospital offers an interest free financing option for our customers. Charge Card payments are promoted for payment in full and may be offered in conjunction with a discount.

All patient statements must include reference to our financial assistance program and the basic charity guidelines. At least one statement must include an insert that specifically identifies current federal poverty guidelines and family size in both English and Spanish language.

**Concept:** Patients will be encouraged to pay their accounts in full by selecting from one of the following options. The intent of the overall program is to remove obstacles for payment in full:

**Option 1:** Payment in full using Check, Money Order, Credit or FSA Card.

**Option 2:** Internal Payment Plans for those patients wishing short term payment arrangements of four months or less.

**Option 3: Revolving Credit Program:** A recourse program that finances any patient balances \$50 or greater. This program is interest free to our patients with fees and interest paid by the hospital. The program also allows the patient to add additional account balances to the account for any hospital within St. Vincent Health while sending one statement per month. The program is also very easy to implement:

- 1) The patient indicates they wish to pay their bill using this program.
- 2) The account information is sent to Program partner on a daily basis.
- 3) Program partner funds the hospital electronically on a weekly basis.
- 4) Once the account is processed, the program partner sends a welcome packet to the patient notifying them of their account information.
- 5) The Banking Institution of the program partner sends a monthly statement to the patient.
- 6) When the patient wishes to add additional accounts to their account, the hospital needs to verify that the account is still in good standing.
- 7) If the account is still in good standing, the above process is repeated.