

Effective Date: 10-1-2019

Approval: _____

**CITY OF LEWISVILLE
POLICY STATEMENT**

TOPIC: 3.0 FINANCE
REFERENCE: SECTION XI – CHARITY CARE SERVICES

I. DIRECTIVE

The City of Lewisville may provide healthcare services to patients without the expectation of reimbursement (Charity Care Services) if the patient meets the charity care guidelines established herein and is determined by the City of Lewisville to be eligible to be a charity care patient. Charity Care Services do not include bad debt, payment shortfalls, insurance allowances, courtesy allowances, or discounts given to patients who do not meet the provider's charity care policy.

Charity Care Services become effective as of October 1, 2019 and will only be available as long as the State of Texas provides reimbursement for Charity Care Services through the Texas Ambulance Services Supplemental Payment Program/Medicaid 1115 Waiver.

II. POLICY

- A. The City of Lewisville must determine each patient's ability to pay for the ambulance services provided before classifying the patient as a charity care patient. If the patient does not have the ability to pay for the ambulance services, the City of Lewisville may determine the patient as a charity care patient. To determine a patient's ability to pay, the City of Lewisville shall:
1. Gather patient information during and/or after the services are provided, as applicable given the patient's condition. This may include the issuance of one or more requests for information with the patient to obtain information necessary for the City of Lewisville to determine the patient's ability to pay for the ambulance services provided. During communication with a patient, the City shall include information about its Charity Care Program;
 2. Begin an insurance discovery process to identify if the patient has third party insurance including Medicaid, Medicare, or other forms of insurance; and,
 3. Make reasonable collections efforts to verify and/or yield essential information about the ability of the patient to pay for the ambulance services provided.

B. The City of Lewisville may classify the patient as a charity care patient if the following occur:

1. The current revenue cycle process results in the following:
 - a. The patient does not provide evidence of insurability, or the City of Lewisville is unable to obtain information from the patient during the requests for information specified in A.1. within a 30-day period. The lack of a response by the patient may be considered an affirmation that the patient does not have the ability to pay for the ambulance services provided;
 - b. The insurance discovery process in B.1. determines that the patient does not have a third-party insurance product that will pay for the ambulance services provided. The lack of insurance or having an insurance product that does not pay for ambulance service may be considered by the City as a determinant that the patient does not have the ability to pay for the ambulance services provided; or,
 - c. The collections effort specified in 1.B. results in no payment, or minimal payment, from the patient over a 30-day period. Receiving no payment or minimal payment from the patient may be considered by the City as a determinant that the patient does not have the ability to pay for the ambulance services provided;
2. The payment predictor model indicates the following:
 - a. The payment predictor model indicates that a patient does not have a high likelihood of payment.
 - 1) Results indicate a low, medium, or non-classified designation
 - i. Low designation results are identified as “L” or red
 - ii. Medium designation results are identified as “M” or yellow
 - iii. Non-classified designation results are identified as “NC” and indicates that there is insufficient patient information to adequately determine likelihood of payment, thus indicating a low likelihood of payment
 - b. For patients outside of the low, medium, or non-classified designation, results indicate a “Federal Poverty Level Score”, or similar, of 150% or below or a credit score of 550 or below.

C. The City may also classify the patient as a charity care patient if:

1. The service to an insured patient is denied by the insurance provider as not covered;
 2. The City of Lewisville is notified that the patient has been granted charity care by the sending or receiving hospital; or,
 3. The City of Lewisville is notified that the patient is deceased and there are no additional remedy options that may be pursued.
- D. Once the City determines the patient is a charity care patient, the City will make no further attempts to collect from the patient.
- E. The ambulance services provided to the charity care patient shall be valued at 100% of the net cost of providing those services by the City.

III. GENERAL PROVISIONS

The City of Lewisville reserves the right to change, modify, amend, revoke, or rescind all or part of this directive at any time.