

Subject: Financial Hardship Policy and Assistance Guidelines

The physicians at Digestive Health Specialists, PA (DHS) are committed to providing excellent healthcare to the residents of Forsyth and surrounding Counties. Because of that commitment, DHS has implemented several programs to assist patients who are financially challenged, including:

- (1) a discounted payment plan for services for uninsured and/or self-pay patients
- (2) a payment plan is available upon request for patients who require extra time paying off medical bills
- (3) a charity care plan for uninsured patients, who are considered indigent via Federal Poverty Guidelines

A patient will be considered for charity care if:

- (1) The patient is referred by Health Care Access– a charitable organization which provides prescription medications and medical supplies for financially challenged Forsyth and surrounding county residents
- (2) The patient’s financial criteria meet the Federal Poverty Guidelines, established in February of each year by the Department of Health and Human Services. The current 2020 Federal Poverty Guidelines are:

2020 DHHS Poverty Guidelines

Number in Family	Gross Yearly Income
1	\$12,760
2	\$17,240
3	\$21,720
4	\$26,200
5	\$30,680
6	\$35,160
7	\$39,640

For each additional person, add \$4,320

Charity Care will be extended to those who qualify for all four of the following reasons:

- 1. The patient is uninsured
- 2. The patient is not eligible for Medicaid or pending Medicaid approval
- 3. The patient has been determined unable to pay for services provided by the DHS Billing office
- 4. The patient is unable to accept an installment payment arrangement

DHS practice staff and/or physicians will be responsible for recommending whether the patient qualifies for charity care. Additionally, DHS Billing Office Representatives can identify patients potentially eligible from account follow-up activities. The following structure will be utilized to determine the amount of charity care to be provided:

Level of Income by Family Size	Applicable Discount	Patient Responsibility
Less than Poverty – Current Poverty level	100%	Minimum Payment
101%-125% of Poverty Level	80%	20%
126%-150% of Poverty Level	60%	40%
151%-175% of Poverty Level	40%	60%
176%-200% of Poverty Level	20%	80%