

**POLICY TITLE:** Patient Financial Responsibility

**APPLICABLE FACILITIES:**

☐ EHC    ☐ EDH    ☐ EHH    ☐ EHI    ☐ EHN    ☒ EJCH    ☐ ELTAC    ☒ ESJH  
☒ EUH    ☒ EUHM    ☐ EUHS    ☒ EUOSH    ☒ EWWH    ☒ RJV-ERH    ☐ RJV-ESOP    ☒ TEC/ESA

**EFFECTIVE DATE:** 8/27/2018

**ORIGINATION DATE:** 02/05/14

**SCOPE:**

EHC Revenue Cycle Operations Staff, EHC Administration

**PURPOSE:**

To explain patient and third party reimbursement expectations for Emory Healthcare (EHC) facilities.

**POLICY STATEMENT:**

Emory Healthcare (EHC) require remuneration for patient services. However, patients are not denied service because of race, creed, color, national origin, age, disability, gender, or financial situation. Nor are patients denied care as beneficiaries of state or federal government programs, or on any other basis prohibited by local, state and federal law. EHC's Charity Care policy describes the circumstances and mechanism by which EHC renders charity care.

- Payment for services is the responsibility of the patient/guarantor and is due and payable when services are rendered.
- As a courtesy EHC accepts assignment of third party benefits and submits a claim for payment on behalf of the patient. This assignment does not relinquish the patient/guarantor of ultimate responsibility for payment, except where required by federal or state laws (i.e., Worker's Compensation, Medicaid, etc.).
- Non-emergency and non-urgent patients may be asked to postpone services in the event of previous unpaid balances or inability to establish satisfactory financial arrangements.
- All services rendered by EHC are charged in full regardless of whether a discount or allowance may be subsequently granted under approved policies. EHC discourages discounts and/or allowances, unless they serve the interests of EHC.
- EHC maintains discounts and/or allowances required by certain government health care programs and managed care contracts. Discounts other than contractual allowances require approval by the Director of Revenue Cycle Operations, CFO, COO or other designated management-level staff.
- Patients with third party insurance are expected to pay patient-owed portion of charges prior to service when the amount is known. If the patient is unable to pay at time of service, payment arrangements are made in accordance with EHC credit/collection policy.

**PROCEDURE:**

**RELATED DOCUMENT(S)/LINK(S):**

EHC Credit/Collections Policy

EHC Charity Care Policy

**DEFINITIONS:** *(If applicable)*

**REFERENCES AND SOURCES OF EVIDENCE:**

Federal Register FR Doc. 2017--16434. Billing Code 4120--01—P. Retrieved from  
<https://www.federalregister.gov/documents/2017/08/14/2017-16434/medicare-program-hospital-inpatient-prospective-payment-systems-for-acute-care-hospitals-and-the>

The Joint Commission. (2018). Standard RI.02.01.01, EPs 1, 2. *Comprehensive accreditation manual for hospitals: The official handbook*. Oakbrook Terrace, IL.