



Patient Payments and Unwillingness to Pay

POLICY:

Pikeville Urgent Care, PLLC (PUC) strives to collect appropriate payments from patients. PUC mission is to provide access to healthcare to all regardless of a patient's ability to pay. The intent of this policy is to define "unwillingness to pay".

Definition of "Unwillingness to Pay": MMC distinguishes between a patient's inability to pay and a patient's unwillingness to pay. An 'unwillingness to pay' applies to patients who have not made an average of \$10 a month for an extended period of time (greater than 6 months) and/or have not met the terms of their payment plan agreements and/or furnished false information to PUC during the application process.

Patients who will not work with PUC (avoidance, repeated noncompliance of payment arrangements, averaged payments of \$10 or less per month for more than 6 months), PUC defines that as "unwillingness to pay"

PROCEDURE:

PUC makes reasonable efforts to collect on patient accounts utilizing the following actions; grace periods are granted throughout this process:

- Statements – 4 monthly statements are sent prior to next actions
- Courtesy calls to patients to explore and utilize patient assistance programs and resources (i.e.: creating payment plans as low as \$10/month, sliding fee eligibility, and hardship exemptions).
- Conferencing – Appointments are offered for patients to meet with Patient Services to discuss, explore and utilize patient assistance/resources.
- Financial Counselor will notify patients that services will be restricted or denied when the patient is deemed unwilling to pay. Once a patient has been deemed unwilling to pay, the patient will be dismissed from the practice and the account may be sent to collections.

All patients are expected to either present proof of third party coverage for services or make some payment for services rendered at the time of service.

APPLICABILITY:

This policy applies to all patients.