

FINANCE SERVICES

Patient – Payments & Collections

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| Policy Title: | Payment Guidelines | |
| Date Reviewed/ Revised: 06/24/2025 | Formulated By: Tamara Sperry | Approved By: Scott Merkle |
| Applies To: | System | |

Purpose

This Policy establishes procedures regarding payment guidelines for outstanding patient payments, including actions that may be taken by McKenzie Health, or contracted vendors.

Policy

This Payment Guidelines Policy is consistent with McKenzie Health's mission and in compliance with the Federal Affordable Care Act. All Patients who have received emergency or medically necessary care shall be provided with the opportunity to apply for free or reduced cost care in conformance with the federal Patient Protection and Affordable Care Act. McKenzie Health will not discriminate based on race, color, national origin, citizenship, alienage, religion, creed, gender, sexual preference, age, or disability in providing its services.

1. Prompt Pay Discount

- Uninsured/Self-pay patients may receive a 15% prompt pay discount for paying self-pay balance owed within 30 days of discharge.

2. Uninsured Discount

- Uninsured/Self-pay patients will receive a 20% discount off billed charges.

3. Partial Payment Arrangements

- McKenzie Health will offer partial payment arrangements to all patients provided their accounts are up to date. A payment plan requires a down payment equal to or greater than the first payment of the plan requested. Final acceptance of a payment plan is subject to a complete review of the patient's status and payment history. A payment agreement form must be completed for a payment plan to be valid.
- The Patient Financial Services Department or designee will process and monitor all patient payment plans. Plans will generally cover open balances within all hospital departments at McKenzie Health.
- Six-month payment plans will be offered on balances of \$500 or less and up to 24 months on all other balances. Exceptions may be made by the Director of Revenue Cycle, PFS Director or designee.
- No plans will be offered for balances of less than \$100.
- Payment Plans should be reviewed on a regular basis to ensure that all payments are up to date.
- If a patient misses two consecutive payments (approximately two months or 60 days), McKenzie Health may proceed with further collection action up to and including Bad Debt collection or legal placement.
- Upon notification from the patient of changes in financial circumstances, McKenzie Health may reevaluate the patient's outstanding payment obligation. A Financial Assistance Application may be required.

4. Payment Guidelines

| Estimated Account Balance Range | Maximum Months to Pay |
|--|------------------------------|
| \$100 - \$200 | 3 Months |
| \$201 - \$500 | 6 Months |
| \$501 - \$800 | 9 Months |
| \$801 - \$1,200 | 12 Months |
| \$1,201 - \$2,500 | 15 Months |
| \$2,501 - \$5,000 | 18 Months |
| \$5,001 - and above | 24 Months |

5. Related Documents

- Billing and Collections Policy
- Upfront Collection Policy
- Financial Assistance Policy
- Payment Agreement