



## **The Jerome Golden Center Financial Assistance Policy.**

### **-Purpose.**

**The Jerome Golden Center** for Behavioral Health provides treatment for children and adults with mental health and/or substance use disorders, Jerome Golden Center do not have dedicated medical emergency department or do not have specialized capabilities to accept transfers of individuals who require emergency medical treatment.

Jerome Golden Center do not have a providers list, we have procedures in the event.

**The Jerome Golden Center financial assistance programs are designed to ensure assistance is provided to patients demonstrating a financial need and to ensure the center complies with any required Federal or State regulations related to financial assistance.**

In 1986, Congress enacted legislation to ensure that all member of the public have access to emergency treatment, regardless of ability to pay,

This legislation, known as the emergency Medical treatment and labor Act (EMTALA), imposes specific obligation on Medicare –participating Hospitals that offer emergency services. These obligation include medical screening, assistance with labor and delivery, and medical transfer as needed.

No patient will be denied financial assistance on the basis of race, creed, nationality, origin, citizenship, or immigration status. Financial assistance will be provided to the patient who, after investigation of circumstances surrounding ability to pay and applicable insurance coverage, is determined to be unable to pay all or a portion of billed charges. This includes patients who are insured, but determined to be unable to pay all or a portion of their co-payments, co-insurance, and deductibles.

**Even though Jerome Golden Center will never turn anyone away due to inability to pay there is a cost to all services provided and a fee will be charged for each service you receive. Each account will be individually reviewed for a financial assistance discount prior to billing.**

## **-Procedure**

A. *Notification of Program* – *The client* will be notified of the availability of the Jerome Golden Center Financial Assistance Program upon patient admission to the center; the clients will be offered a plain-language summary of this policy prior to the patient's discharge this information will be available in the emergency department ,admission area, and other appropriate areas of the hospital. Such as front desk or waiting area within each clinic location. Website, In addition, as provided in Policy on Billing and Collection for Self-Pay Amounts, in all invoices or billing statements (at least 3) over a period of not less than 120 days commencing on the date of the first bill issued to the client for such services,

B. *Determination of Household Income* -- Financial assistance will be determined by measuring the income of the household of the designated client and the household of any other adult responsible for the patient ("Household") against the current poverty guidelines established by the US Department of Health and Human Services.

C. Scope of income to be considered –all income in the household will be considered, including gross wages, government payments including but not limited to tax refunds and social security payments ,pension alimony, child support , unemployment compensation , and any payments that are considered taxable income by the US Internal revenue services.

D. Amounts Generally Billed – The Amounts Generally Billed (AGB) is the amount generally allowed by combining Medicare fee for service and private health insurers for emergency and other medically necessary care. Jerome Golden Center uses the look-back method to determine AGB.

**E. Discounted Percentage-** In order to assist you with your financial obligations, Jerome Golden Center will work with you to see if you qualify for a discount based upon your household income and the number of persons residing in your home. We will utilize a sliding fee scale, The Jerome Golden Center's sliding fee scale applies to person for services that are paid by the State, Federal, or local matching funds, for individuals that have an annual gross family income at or about 150 percent of the poverty income guideline (FPG) the sliding fee scale does not apply to services paid by Medicaid or Medicare (See FPG Table) services.

F. Payment of fees shall not be a prerequisite to treatment or the receipt of services, however, Jerome Golden Center shall inform clients and responsible parties of the state laws that require the assessment and collection of fees and requests for financial assistance may be made at any point before, during, or after the provision of care. Non-urgent care patients are required to apply prior to receiving services.

1) Jerome Golden Center shall require payment of fees not eligible for Medicaid and whose gross family income is less than 150 percent of the federal poverty income guidelines in accordance with Section 409.9081, F.S. Nominal co-payment for the following substance abuse and mental health services shall apply:

Outpatient treatment services - \$3 per day.

Residential treatment services - \$2 per day.

2) Jerome Golden Center shall require persons meeting the criteria listed below to contribute to their treatment costs consistent with the provisions in Section 409.212.F.S.

3) Jerome Golden Center shall require persons who are involuntarily admitted for substance abuse treatment "and" mental health examination pursuant to Sections 397.675 and 394.463, F.S. to contribute to the cost of care in accordance with the sliding fee scale, unless charging a fee is contraindicated because of the crisis situation. Jerome Golden Center shall inform the client and responsible party when the fee is not charged for this reason and shall document such circumstances in the client's file.

G. Action in the Event of Non –Payment, Jerome Golden enter may contract with outside collection services to pursue collection of delinquent accounts. All unpaid accounts without exception or payment arrangement will be place in outside collection after 120 days from initial billing Statement.

H. *Application Process* -- **Patients may apply for financial assistance by downloading an application at the link: <http://goldenctr.org/> and mailing it to: Jerome Golden Center, Attn: Customer Service Dept., 1041 45th Street West Palm Beach, FL 33407. You can also apply in person in the hospital facility's admitting office. To receive an application by mail or if you have any questions, please call us at Customer Service Department at 561-383-5772 or 561-383-5924.**