



**LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES
HARBOR-UCLA MEDICAL CENTER**

SUBJECT: PATIENT FINANCIAL SERVICES

POLICY NO. 122

CATEGORY: Administration	EFFECTIVE DATE: 1/79
POLICY CONTACT: Frank Albert	UPDATE/REVISION DATE: 7/21
REVIEWED BY COMMITTEE(S):	

PURPOSE:

To ensure all Harbor-UCLA Medical Center patients (or their responsible representatives) are advised of their financial responsibilities for medical services provided, financially screened to determine responsible payers, and offered available financial assistance programs.

POLICY:

All patients are financially screened to determine responsible payers, potential eligibility to programs, and that Medi-Cal applications are taken when appropriate. All such actions shall comply with uniform guidelines / procedures issued by the Department of Health Services.

PROCEDURE:

Patient Financial Services shall conduct financial screening of all patients treated at Harbor-UCLA Medical Center. Patient Financial Services shall conduct a financial interview of patients to identify existing third-party health care insurance coverage, gather financial information, and verify patient demographic information to determine patient eligibility to available low-cost/no-cost health care programs in accordance with the Los Angeles County Department of Health Care Services applicable policies.

Note: In compliance with the Emergency Medical Treatment Active Labor Act (EMTALA) Regulations, patients presenting in the Emergency Room shall be medically assessed and stabilized before being informed of financial responsibility and/or asked to make payment arrangements.

- 1) The financial screening process shall include, if applicable, distribution of information describing available financial assistance programs.
- 2) Patients and/or their responsible representative shall be given, if applicable, materials explaining their obligation to provide existing third-party health care insurance coverage information, authorizing release of medical information to insurers, and/or authorizing insurance payments directly to Harbor-UCLA Medical Center.

REVISED: 8/86, 8/89, 10/92, 2/96, 2/98, 1/05, 5/14, 3/18

REVIEWED: 9/85, 8/89, 2/02, 3/06, 2/08, 5/14, 3/18, 7/21

APPROVED BY:



 Anish Mahajan, MD
 Chief Executive Officer



 Anish Mahajan, MD
 Chief Medical Officer



 Joy LaGrove, RN, MSN
 Interim Chief Nursing Officer



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- 3) Patients shall be directed, if applicable, to appropriate staff who will assist them in applying/accessing low-cost/no-cost financial programs to cover medical expenses.
- 4) Patients shall be informed that they may examine and receive an explanation of their respective bills regardless of payment source, and shall be directed to the proper staff for assistance.

These activities shall be consistent with the objective of the facility to meet or exceed its revenue budget.

RESPONSIBILITY:

Patient Financial Services

PROCEDURE DOCUMENTATION:

Patient Financial Services Policy and Procedure Manual
Consolidated Business Office Operations Manual

REFERENCE:

Federal Registry 466.78(b)(3), Section 9305(b)
42 United States Code (USC), Section 1395dd(c)(1)(A)(I); also known as Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA), known as Social Security Act, Section 1867(a); also known as Emergency Medical Treatment and Active Labor Act (EMTALA)
California Code of Regulations, Title 22, Section 70707
Welfare and Institutions Code 17000
DHS Policies #s 322, Patients' Bill of Rights; 516, Non-Emergency Treatment 516.1, Non-Emergency Medical Care Services Requirements- Out-Country/Foreign Visitor And Non-Immigrant Persons (FV/NP)
Joint Commission Standards (Ethics, Rights, and Responsibilities)