Policies and Procedures: WVU Physicians of Charleston
Fee Reductions

I. Purpose

The purpose of his policy is to set forth the processes to be utilized by WVU Physicians of Charleston ("WVUPC") for reduction of patient fees.

II. Scope

This policy is intended to set forth the processes to be followed by all WVUPC clinical departments for the reduction of patient fees on the basis of financial need.

III. Statement of Policy/Procedure

1. Fee reductions may be made in consideration of financial circumstances for patients who do not qualify for full charity adjustment and cannot pay their full account balance. The percentage discount is determined by size of household, annual income, and account balance as indicated on the following chart:

2. The fee reduction can be applied at any point during the revenue cycle. When a provider intends the reduction to be taken at charge entry, the percentage discount should be indicated on the fee ticket so that data entry can be managed appropriately.

3. This policy will serve to meet the organization's need to treat patients while being sensitive to their financial circumstances; therefore, "Insurance Only" adjustments will not be honored.

4. Professional courtesy will not be extended except as provided for, and in a manner consistent with, WVUPC policy and applicable law.

5. The following processes will be followed in implementing the WVUPC fee reduction policy:

A. The patient/guarantor's annual income and size of household will be determined either by information provided during a clinical encounter, during the course of routine account management, or from a financial statement submitted for charity care consideration.

B. The percentage of the account balance to be reduced will be identified from the above-referenced chart and adjustments posted to the individual patient account(s) utilizing paycode 673.

C. Information which is utilized to determine the fee reduction will be documented in the Financial Comments of the patient/guarantor's account.

D. The patient/guarantor will be informed that the adjustment applies only to their current balance. Any additional charges incurred must be evaluated through the fee reduction process prior to further adjustment being granted.