

BROOK LANE HEALTH SERVICES	
Policy Name/Subject	Financial Assistance
Program/Department	Accounting
Responsible Party	Chief Financial Officer
Date Last Reviewed:	11/2020
Date Last Revised:	11/2020
Frequency of Review:	Every 2 years

### FINANCIAL ASSISTANCE

Help is available to clients who may have difficulty paying their hospital/outpatient bills. Clients may want to seek assistance if they have a deductible or co-pay that may be difficult to manage or if they do not have insurance coverage.

#### MARYLAND MEDICAL ASSISTANCE

Local Department of Social Services can determine if client may qualify for Maryland Medical Assistance. Brook Lane Health Services (BLHS) Patient Accounts Department will provide contact information based on client's county of residence or information can be found online at [www.dhr.state.md.us](http://www.dhr.state.md.us).

#### FINANCIAL ASSISTANCE

Full or partial financial assistance is available based on family income, the size of family and other client financial obligations. A decision will be rendered based on the information provided as it compares with 200% of the poverty guidelines, which are published yearly in the Federal Register. In some cases, clients may be required to apply for and be denied by Maryland Medical Assistance prior to being considered eligible for BLHS financial assistance.

#### PAYMENT PLANS

If client does not qualify for other assistance programs, BLHS can arrange an extended payment plan up to 24 months for any amounts outstanding on client's hospital/outpatient bill.

#### CLIENT RESPONSIBILITIES

To allow BLHS to assist client, client will be asked questions concerning employment, insurance information, income and family members. Client will need to notify the Patient Accounts Office of changes in client's financial situation, such as a new job, divorce or new insurance.

## Accounting/Financial Assistance

If client does not have health coverage, BLHS expects client to pay the bill in a timely manner. If client believes they may be eligible under the hospital/outpatient's financial assistance policy, or if client cannot afford to pay the bill in full, they should contact the Director of Patient Accounts.

If client fails to meet the financial obligation of this bill, client may be referred to a collection agency. It is the obligation of the client or their responsible person to assure the hospital obtains accurate and complete information.

Financial need will be established by Director of Patient Accounts after review of family income and expense levels, with the assistance of the Chief Financial Officer for any amounts over \$10,000.

Final disposition of all requests for financial assistance will be completed within two business days of the request once all information is received to complete processing of the application.