

CHARITY DISCOUNT AT TULANE HEALTH SYSTEM

Tulane Health Systems provides free (charity) care to patients who need healthcare but are unable to pay. Patients who are able to pay or buy health insurance will be expected to do so. Patients unable to pay need to follow our procedures to apply for charity care or government help. Free care is only given to patients receiving medically necessary care.

Two types of patients can qualify for charity care based on their income and debt:

1. Patients with some type of insurance, but where the insurance does not cover the bill; and the patient has income at or below 200% of the Federal Poverty Level.
2. Patients with no insurance and income at or below 200% of the Federal Poverty Level.

Charity care will be based on financial need and will not be based on age, gender, race, social or immigrant status, sexual orientation or religion. Patients apply for charity care by completing an "Application for Charity Discount" and by providing all necessary documents to confirm their income.

We need a signed witnessed Charity Discount Application and one of the following:

1. W-2 withholding forms
2. Most recent employer paystubs
3. Copies of all bank statements for last three months
4. Written documentation from income sources, such as -verification of wages from employer, verification from public welfare agencies or any government agency that can tell us the patient's income status for the last 12 months
5. Income tax returns
6. Forms providing or denying employment compensation or Worker's Comp
7. A Medicaid voucher that shows the patient's Medicaid benefits for that fiscal year have been used up.

There may be special circumstances, including but not limited to the patient not being able to complete the Charity Discount Application and/or provide needed documentation, where the patient's bill is a significant percent of his annual income, homeless patients, or patients who die. In these or other cases, a manager can make the decision to grant charity care.

If a patient qualifies for charity care, any amount already paid by the patient will be refunded. If a patient wants to appeal their charity care eligibility, they can ask for a review by the Business Patient Accounts Director, Hospital Chief Financial Officer or a Hospital Executive.

Tulane Health System will NOT use extraordinary collections actions such as reporting patients to credit agencies, taking money from patients' paycheck, liens on patients' home or other legal actions without FIRST making reasonable efforts to determine whether the patient is eligible for charity care. Patients have 240 days after the first bill to submit an Application for Charity Discount. If collections are already under way when the application is received, we will stop those collections while a patient's application is processed.

For information on and assistance with the Charity Discount process, please visit the hospital Admissions office on the second floor of the hospital. Or patients may call 504-988-5752.

