



Policy Name: Discount Payment Policy		Policy #: HW502
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SUBJECT: Discount Payment Policy

Purpose:

Pomona Valley Hospital Medical Center (PVHMC) serves all persons in the Pomona Valley and greater Inland Empire community. As a community hospital provider, Pomona Valley Hospital Medical Center strives to provide healthcare services within a high quality and customer service-oriented environment. Providing patients with opportunities for discount payments for healthcare services. PVHMC is committed to consistently providing a fair discount to individuals who are uninsured, or, in some cases, insured but without insurance coverage for certain medically necessary health care services offered by PVHMC. This policy defines the PVHMC Discount Payment Financial Assistance Program including its criteria, systems, and methods.

PVHMC's Board of Directors is responsible for approving this policy.

Policy:

It is the policy of Pomona Valley Hospital Medical Center to offer discount payment program that is defined as any charge for care that is reduced but not free to patients who receive healthcare services.

This policy addresses the following:

- Definitions
- Discount Payment Eligibility Criteria
- Eligibility Disputes
- Expected Payment Limit
- Payment Plans
- Reporting & Billing
- General Provisions



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DEFINITIONS

Essential living expenses: Expenses for any of the following: rent or house payments (including maintenance expenses), food and household supplies, utilities and telephone, clothing, medical and dental payments, insurance, school or child care, child and spousal support, transportation and automobile expenses (including insurance, fuel and repairs), installment payments, laundry and cleaning expenses, and other extraordinary expenses.

Discount Payment: any charge for care that is reduced but not free.

DISCOUNT PAYMENT ELIGIBILITY

All patients can qualify for a discount payment, this includes uninsured patients or patients with high medical costs. This discount shall apply to all necessary inpatient, outpatient and emergency services provided by PVHMC. The discounted balance is dependent on the type of service provided.

ELIGIBILITY DISPUTES

Any or all appeals will be reviewed by the hospital Director of Patient Financial Services. The director shall consider all written statements of dispute and any attached documentation. After completing a review of the patient’s claims, the director shall provide the patient with a written explanation of findings and determination.

In the event that the patient believes a dispute remains after consideration of the appeal by the Director of Patient Accounting, the patient may request in writing, a review by the Chief Financial Officer. The Chief Financial Officer shall review the patient’s written appeal and documentation, as well as the findings of the Director of Patient Financial Services. The Chief Financial Officer shall make a determination and provide a written explanation of findings to the patient. All determinations by the Chief Financial Officer shall be final. There are no further appeals.



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EXPECTED PAYMENT LIMIT

- 1) For inpatient services, the discounted balance represents the MediCal APR DRG amount for obstetrics and pediatric services and the Medicare DRG amount for all other acute inpatient services, not to exceed established cash prices.
- 2) For outpatient services the expected payment shall not exceed the established MediCal or Medicare rates, whichever is greater.

Payment Plans

The standard term for a prompt payment discount is 30 days. However, the term may be negotiated per the Payment Plans guidelines below.

When a discount has been made by the hospital, the patient shall have the option to pay any or all outstanding amounts due in one lump sum payment, or through a scheduled term payment plan.

The hospital will discuss payment plan options with each patient that requests to make arrangements for term payments. Individual payment plans will be negotiated between the hospital and patient based upon the patient’s ability to effectively meet the payment terms. As a general guideline, payment plans will be structured to last no longer than 12 months. The hospital shall negotiate in good faith with the patient; however, there is no obligation to accept the payment terms offered by the patient. If the patient and the hospital are unable to agree on negotiated payment terms, the hospital shall offer the patient the default payment plan. Under the default payment plan, the patient’s monthly payment shall not exceed 10% of a patient’s family income for one month, excluding deductions for “essential living expenses” as defined herein above.

APPLICATION - No application required



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REPORTING AND BILLING:

Collection Efforts

Guarantor balances will not be forwarded to a collection agency when the guarantor makes reasonable efforts to communication with the business office and makes good faith efforts to resolve the outstanding balance including but not limited to applying for government insurance coverage, applying for a discount under the Hospital’s Discount Payment Policy, see the hospital Discount Payment Policy for further information.

Billing Statements

Consistent with Health and Safety Code Section 127420, the Hospital will include the following clear and conspicuous information on a patient’s bill:

- (1) A statement of charges for services rendered by the hospital.
- (2) A request that the patient inform the hospital if the patient has health insurance coverage, Medicare, Medi-Cal, or other coverage.
- (3) A statement that if the consumer does not have health insurance coverage, the consumer may be eligible for coverage offered through the California Health Benefit Exchange (Covered CA), Medicare, Medi-Cal, California Children’s Services Program, or Charity Care.
- (4) A statement indicating how patients may obtain an application for the Medi-Cal program, coverage offered through the California Health Benefit Exchange, or other state- or county-funded health coverage programs and that the hospital will provide these applications. If the patient does not indicate coverage by a third-party payer or requests a discounted price or Charity Care, then the hospital shall provide an application for the Medi-Cal program, or other state- or county-funded programs to the patient. This application shall be provided prior to discharge if the patient has been admitted or to patients receiving emergency or outpatient care. The hospital shall also provide patients with a referral to a local consumer assistance center housed at legal services offices.
- (5) Information regarding the financially qualified patient and Charity Care application, including the following:
 - a) A statement that indicates that if the patient lacks, or has inadequate, insurance, and meets certain low- and moderate-income requirements, the patient may qualify



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for discounted payment or Charity Care.

- b) The name and telephone number of a hospital employee or office from whom or which the patient may obtain information about the hospital's discount payment and Charity Care policies, and how to apply for that assistance.
- c) If a patient applies, or has a pending application, for another health coverage program at the same time that he or she applies for a hospital Charity Care or discount payment program, neither application shall preclude eligibility for the other program.

EMERGENCY PHYSICIANS BILL SEPARATELY & ARE ALSO REQUIRED TO PROVIDE DISCOUNTS TO CERTAIN PATIENTS

Physicians providing emergency services in the hospital are required to provide discounts to uninsured and high medical cost patients whose incomes are at or below 400 percent of the Federal Poverty Level.

The discounts by physicians providing emergency services in the hospital are not included in the Hospital's Discount Payment Policy. These discounts are administered independently by the physician, physician's medical group and/or the physician billing agency, See Addendum A for a complete list of emergency providers.

Public Notice

PVHMC shall post notices informing the public of the Charity Care and Discount Payment Financial Assistance Programs. Such notices shall be posted in high volume inpatient, areas and in outpatient service areas of the hospital, including but not limited to the emergency department, inpatient admission and outpatient registration areas, or other common patient waiting areas of the hospital. Notices shall also be posted at any location where a patient may pay their bill. Notices will include contact information on how a patient may obtain more information on Charity Care and Discount payment programs as well as where to apply for such assistance.

These notices shall be posted in English and Spanish and any other languages that are representative of 5% or greater of patients in the hospital's service area. The notice is 11X20 with the following information:



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- Help Paying Your Bill*
- How to apply*
- Hospital Bill Compliant Program*
- More Help*

Access to the Discount Payment Policy

A copy of this Discount Payment Policy is available on the Hospital's website. A hard copy of the policy will be made available to the public upon request at the Hospital's main campus or by mail.

HCAI Reporting

PVHMC will report actual Charity Care provided in accordance with regulatory requirements of the Department of Health Access (HCAI) as contained in the Accounting and Reporting Manual for Hospitals, Second Edition. To comply with the applicable requirement, the hospital will maintain written documentation regarding its Charity Care criteria, and for individual patients, the hospital will maintain written documentation regarding all Charity Care determinations. As required by HCAI, Charity Care provided to patients will be recorded on the basis of actual charges for services rendered.

In compliance with HCAI adopted regulations approved by the Office of Administrative Law the Director of Patient Financial Services will submit an electronic copy of its discount payment and Charity Care policies, eligibility procedures and review process (as defined and documented in one, comprehensive Financial Assistance Program Policy) and its Charity Care application form to HCAI at least every other year by January 1 beginning January 1, 2008, or whenever a significant change to the policy is made.

GENERAL PROVISIONS:

Equal Opportunity

The Hospital is committed to upholding the multiple federal and state laws that preclude discrimination on the basis of race, sex, age, religion, national origin, marital status, sexual orientation, disabilities, military service, or any other classification protected by federal, state or local laws.



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Help Paying Your Bill

There are free consumer advocacy organizations that will help you understand the billing and payment process. You may call the Health Consumer Alliance at 888-804-3536 or go to healthconsumer.org.

Language Assistance

If you need an accessible alternate format for the above material or if you need to speak another language, please contact Customer Service at 909-865-9100 and they can offer you an alternative format or connect you with our Interpreter Services for further assistance.

Hospital Bill Complaint Program

The Hospital Bill Complaint Program is a state program, which reviews hospital decisions about whether you qualify for help paying your hospital bill. If you believe you were wrongly denied financial assistance, you may file a complaint with the Hospital Bill Complaint Program. Go to HospitalBillComplaintProgram.hcai.ca.gov.

Confidentiality

It is recognized that the need for financial assistance is a sensitive and deeply personal issue for recipients. Confidentiality of requests, information and funding will be maintained for all that seek or receive financial assistance. The orientation of staff and selection of personnel who will implement this policy should be guided by these values. The Charity Care documentation will not be reviewed or accessed by staff involved in collection activities.

Good Faith

PVHMC makes arrangements for financial assistance for qualified patients in good faith and relies on the fact that information presented by the patient or family representative is complete and accurate.

Provision of financial assistance does not eliminate the right to bill, either retrospectively or at the time of service, for all services when fraudulent, or purposely inaccurate information has been provided by the patient or family representative. In addition, PVHMC reserves the right to seek all remedies, including but not limited to civil and criminal damages from those patients or family



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representatives who have provided fraudulent or purposely inaccurate information in order to qualify for the PVHMC Financial Assistance Program.

Local Consumer Assistance Center: An agency designed to provide consumers with information about health care coverage and services. In California, the Health Consumer Alliance (HCA) was designated as the CCI/ Cal Mediconnect Ombuds program effective April 1, 2014. More information regarding HCA can be found at <http://healthconsumer.org>. Consumers may call 888-804-3536 for routing to the correct consumer center.



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**Pomona Valley Hospital Medical Center
Discount Payment Policy - Addendum A
List of Emergency Room Providers
Updated: January 1, 2023**

HOSPITAL BASED PHYSICIAN GROUP	MADE PAYABLE TO (BILLING AGENT)	SPECIALTY
Allied Anesthesia	Allied Anesthesia	Anesthesia
Asia Pacific Comprehensive Stroke Network	Asia Pacific Comprehensive Stroke Network	Interventional Neurology
CEP America-California (Vituity)	CEP America- California	Emergency Medicine
Chaparral Medical Group	Chaparral Medical Group	Cardiac Surgery
Children's Hospital of Orange County	CHOC Children's Specialists	NICU
Children's Hospital of Orange County	CHOC Children's Specialists	Pediatrics
Hospitalist Corporation Of The Inland Empire	Hospitalist Corporation Of The Inland Empire	Hospitalist
Inland Neurosurgery Institute	Inland Neurosurgery Institute	Pediatric Neurosurgery
Institute of Trauma and Acute Care	Institute of Trauma and Acute Care	Trauma Surgery
Pomona Valley Imaging Medical Group	Pomona Valley Imaging Medical Group	Radiology
Premier Orthopaedic Trauma Specialist, PMC	Premier Orthopaedic Trauma Specialist, PMC	Orthopedic
PVCH Clinical Laboratory Medical	PVCH Clinical Laboratory Medical Group, Inc.	Pathology



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Group		
San Gabriel Valley Perinatal Medical Group	San Gabriel Valley Perinatal Medical Group	In House Obstetrics



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ED CALL- PHYSICIAN FIRST NAME	ED CALL- PHYSICIAN LAST NAME	MADE PAYABLE TO (BILLING AGENT)	SPECIALTY
Lubna	Shakir	Shakir Lubna	Back Up OB
Maggie	Pham	Maggie Pham DO PC	Back Up OB
Janelle	Warmington	San Gabriel Valley Perinatal Medical Group	Back Up OB
Darryl	Rodriguez	San Gabriel Valley Perinatal Medical Group	Back Up OB
Anas	Elias	Anas Elias MD Inc. - Best Care OB/GYN	Back Up OB
Anela	Puljic	Anela Puljic	Back Up OB
Stephanie	Cropper	Bonita Obstetrics & Gynecology- Stephanie Cropper	Back Up OB
Urvashi	Sura	Urvashi Sura	Back Up OB
Simmi	Dhaliwal	Femcare Medical Associates of Inland Valley, Inc.- Simmi Dhaliwal	Back Up OB



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Mohamed	Elsharkawy	Mohamed Elsharkawy	Back Up OB
Geeta	Patel	Geeta Patel	Back Up OB
Nitanth	Vangala	Chaparral Medical Group	Cardiology
Muthiah	Muthusamy	Muthusamy Muthiah	Cardiology
ED CALL- PHYSICIAN FIRST NAME	ED CALL- PHYSICIAN LAST NAME	MADE PAYABLE TO (BILLING AGENT)	SPECIALTY
Bhavi	Pandya	Pandya Bhavi	Cardiology
Guarav	Parikh	Chaparral Medical Group	Cardiology
Krishna	Pulumati	Krishna Pulumati	Cardiology
Sam	Arasoghli	Sam Arasoghli	ENT
Stuart	McCarthy	Stuart McCarthy	ENT
Clara	Olcott	Clara Olcott	ENT
Natee	Poopat	Natee Poopat	ENT
Sadiq	Altamimi	The Neurology Group- Sadiq Altamimi	ER Stroke



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Sayed	Jafri	The Neurology Group- Jafri Sayed	ER Stroke
Mukhtair	Kundi	Mukhtair Kundi	ER Stroke
Kelvin	Ma	The Neurology Group- Kelvin Ma	ER Stroke
Adeel	Popalzai	Adeel Popalzai	ER Stroke
Faisal	Qazi	Faisal Qazi	ER Stroke
Diana	Rahman	The Neurology Group- Diana Rahman	ER Stroke
ED CALL- PHYSICIAN FIRST NAME	ED CALL- PHYSICIAN LAST NAME	MADE PAYABLE TO (BILLING AGENT)	SPECIALTY
Hussein	Abidali	Hussein Abidali	Gasteronology
Mohammed	Elbatta	Mohammad Elbatta	Gasteronology
Kenneth	Lee	Kenneth W. Lee M.D. & Assoc. Inc.	Gasteronology
Krishan	Malhotra	Krishan Malhotra	Gasteronology
Nishcita	Merla	Realm Healthcare	Gasteronology
Bhavesh kumar	Patel	Bavesh Kumar Patel	Gasteronology



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Sudhir	Reddy	Sudhir Reddy	Gasteronology
Jason	Shin	Jason Shin	Gasteronology
Maher	Tama	Maher Tama	Gasteronology
Autar	Wali	Institute of Trauma & Acute Care	General Surgery
Gabriel	Estremera	Institute of Trauma & Acute Care	General Surgery
Danielle	Dabbs	Institute of Trauma & Acute Care	General Surgery
Michael	Jimenez	Institute of Trauma & Acute Care	General Surgery
Sivaprasad	Mullangi	Institute of Trauma & Acute Care	General Surgery
ED CALL-PHYSICIAN FIRST NAME	ED CALL-PHYSICIAN LAST NAME	MADE PAYABLE TO (BILLING AGENT)	SPECIALTY
Rudy	Murillo	Institute of Trauma & Acute Care	General Surgery
Vinod	Garg	Institute of Trauma & Acute Care	General Surgery
Hugh	Chung	Institute of Trauma & Acute Care	General Surgery
Peter	Pak	Institute of Trauma & Acute Care	General Surgery



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Onaona	Gurney	Institute of Trauma & Acute Care	General Surgery
Michael	Bolaris	Inland Valley Infectious Diseases Medical Group	Infectious Disease
Vinod	Dhawan	Inland Valley Infectious Diseases Medical Group	Infectious Disease
Caroline	Koan	Inland Valley Infectious Diseases Medical Group	Infectious Disease
Ossama	Maloule	Inland Valley Infectious Diseases Medical Group	Infectious Disease
John	Mourani	Inland Valley Infectious Diseases Medical Group	Infectious Disease
Ye Min	Oo	Inland Valley Infectious Diseases Medical Group	Infectious Disease
Kanokrat	Suksompoth	Inland Valley Infectious Diseases Medical Group	Infectious Disease
Khader	Abounasr	Chaparral Medical Group	Intensivist
Heather	Davis	Chaparral Medical Group	Intensivist
ED CALL-PHYSICIAN FIRST NAME	ED CALL-PHYSICIAN LAST NAME	MADE PAYABLE TO (BILLING AGENT)	SPECIALTY



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Nadir	Eltahir	Chaparral Medical Group	Intensivist
Anthony	Gan	Chaparral Medical Group	Intensivist
Joseph	Gordon	Chaparral Medical Group	Intensivist
Derrick	Raptis	Chaparral Medical Group	Intensivist
Rakesh	Sinha	Chaparral Medical Group	Intensivist
Nate	Soriano	Chaparral Medical Group	Intensivist
Benjamin	Ball	Inland Neurosurgery Institute	Neurosurgery
Donald	Ye	Inland Neurosurgery Institute	Neurosurgery
Srinath	Samudarala	Srinath Samudrala	Neurosurgery
Yvette	Marquez	Yvette Marquez	Neurosurgery
Ramin	Amirnovin	Inland Neurosurgery Institute	Neurosurgery
Aaron	Cutler	Inland Neurosurgery Institute	Neurosurgery
Lew	Disney	Inland Neurosurgery Institute	Neurosurgery



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Siraj	Gibani	Inland Neurosurgery Institute	Neurosurgery
ED CALL-PHYSICIAN FIRST NAME	ED CALL-PHYSICIAN LAST NAME	MADE PAYABLE TO (BILLING AGENT)	SPECIALTY
Richard	Young	Inland Neurosurgery Institute	Neurosurgery
Kevin	Waldron	Chaparral Medical Group	Neurosurgery
Benjamin	Ball	Inland Neurosurgery Institute	Neuro-Vascular
Donald	Ye	Inland Neurosurgery Institute	Neuro-Vascular
Srinath	Samudarala	Srinath Samudrala	Neuro-Vascular
Yvette	Marquez	Yvette Marquez	Neuro-Vascular
Ramin	Amirnovin	Inland Neurosurgery Institute	Neuro-Vascular
Aaron	Cutler	Inland Neurosurgery Institute	Neuro-Vascular
Lew	Disney	Inland Neurosurgery Institute	Neuro-Vascular
Siraj	Gibani	Inland Neurosurgery Institute	Neuro-Vascular
Richard	Young	Inland Neurosurgery Institute	Neuro-Vascular

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Kevin	Waldron	Chaparral Medical Group	Neuro-Vascular
Nitanth	Vangala	Chaparral Medical Group	Non Interventional Cardiology
Muthiah	Muthusamy	Muthusamy Muthiah	Non Interventional Cardiology
ED CALL- PHYSICIAN FIRST NAME	ED CALL- PHYSICIAN LAST NAME	MADE PAYABLE TO (BILLING AGENT)	SPECIALTY
Bhavi	Pandya	Bhavi Pandya	Non Interventional Cardiology
Guarav	Parikh	Chaparral Medical Group	Non Interventional Cardiology
Krishna	Pulumati	Krishna Pulumati	Non Interventional Cardiology
Ayaz	Khan	Ayaz Khan	Ophthalmology
Mark	Barak	Mark Barak	Ophthalmology
Anshul	Varshney	Anshul Varshney	Ophthalmology
Lance	Siegel	Lance Siegel	Ophthalmology (Peds)
Nirav	Amin	Premier Orthopaedic Trauma Specialist, PMC	Orthopedics
Afshin	Arianjam	Premier Orthopaedic Trauma Specialist, PMC	Orthopedics

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Peter	Hahn	Premier Orthopaedic Trauma Specialist, PMC	Orthopedics
Kenneth	Jahng	Premier Orthopaedic Trauma Specialist, PMC	Orthopedics
Connor	Larose	Premier Orthopaedic Trauma Specialist, PMC	Orthopedics
Ahmadi	Shahyar	Premier Orthopaedic Trauma Specialist, PMC	Orthopedics
Kalpesh	Bhavsar	Premier Orthopaedic Trauma Specialist, PMC	Psychiatry
ED CALL- PHYSICIAN FIRST NAME	ED CALL- PHYSICIAN LAST NAME	MADE PAYABLE TO (BILLING AGENT)	SPECIALTY
Michael	Consolo	Michael Consolo	Urology
Adam	Hickerson	Adam Hickerson	Urology
Issac	Kelly	Issac Kelly	Urology
Aaron	Nguyen	Aaron Nguyen	Urology
Elmer	Pineda	Elmer Pineda	Urology
Christopher	Tsai	Christopher Tsai	Urology



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Jerry	Kim	Jerry Kim	Vascular Surgery
Vinod	Garg	Vinod Garg	Vascular Surgery
Nicholas	Saguan	Nicholas Saguan	Vascular Surgery