



Entity-Department: MCH Patient Access	Reviewed by: Cindy Williamson, PA Manager	Revision Date: 01/15/20
Page 1 of 3	Approved by: Lorraine Smith, CEO	Effective Date: 4/1/18
Work Instruction Name: Indigent Care Trust Fund/Financial Assistance Work Instruction		

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Verify that this is the correct version before use.

1.0 Purpose

This work instruction sets guidelines for determining Indigent or Charity care.

2.0 Scope

Patient Access
Business Office

3.0 Definitions and Acronyms

Indigent Care Trust Fund (ITCF)
Federal Poverty Guidelines (FPL)
Food Stamps (FS)
Aide to Families with Dependent Children (AFDC)
Supplemental Security Income (SSI)

4.0 Process Flow Diagram

There are not Flow diagrams associated with this work instruction.

Monroe County Hospital participate in the ITCF program. Patients are informed of this participation in the following ways:

1. Signs posted in the Emergency Room and Patient Access registration area.
2. Handout given to patient at time of service.
3. Statement/letters sent after services.
4. Financial Counseling.

It is the Financial Counselor's responsibility to hand all requests for Indigent or Charity care. In order for the Financial Counselor to determine eligibility, an Indigent Care application must be completed. The Financial Counselor will complete the application in a face-to-face interview. However, if an interview cannot be scheduled due to extenuating



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circumstances, the application may be mailed for completion. The application must be accompanied with one or more of the following documentations of income:

1. Copy of previous year's W-2 form or Income Tax Return.
2. Copy of three (3) consecutive, current check stubs from an employer showing year-to-date salary.
3. Check stubs for three (3) months or a statement from your employer if checks are not issued.
4. Copy of statement of benefits from FS, AFDC, SSI, Social Security or other monthly benefits.

Once the applications have been completed, the Financial Counselor will make a determination using the current year's FPL of Indigent or Charity Care. Indigent care is considered if the applicant's total gross income for the previous 12 months and/or calculations using the previous 3 months is at or below 125% of the poverty levels. Any applicant deemed Indigent will be eligible for free care of 100% discount.

Any applicant over 125% and up to 200% of the FPL will be eligible for Charity discounts but with assigned co-payments, based on an income sliding fee scale. If the applicant fails to pay the co-payment amount assigned, the application will be voided and no discount will be applied.

5.0 Metrics

No metrics associated with this work instruction.

6.0 Forms

*Indigent Care Form
Indigent Care Application
Inpatient Scale
Outpatient Scale*



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