

TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER-EL PASO
MEDICAL PRACTICE INCOME PLAN – POLICY AND PROCEDURE

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Department: Central Registration

TITLE: Central Registration –Charity Care Patient Application

Policy: #1

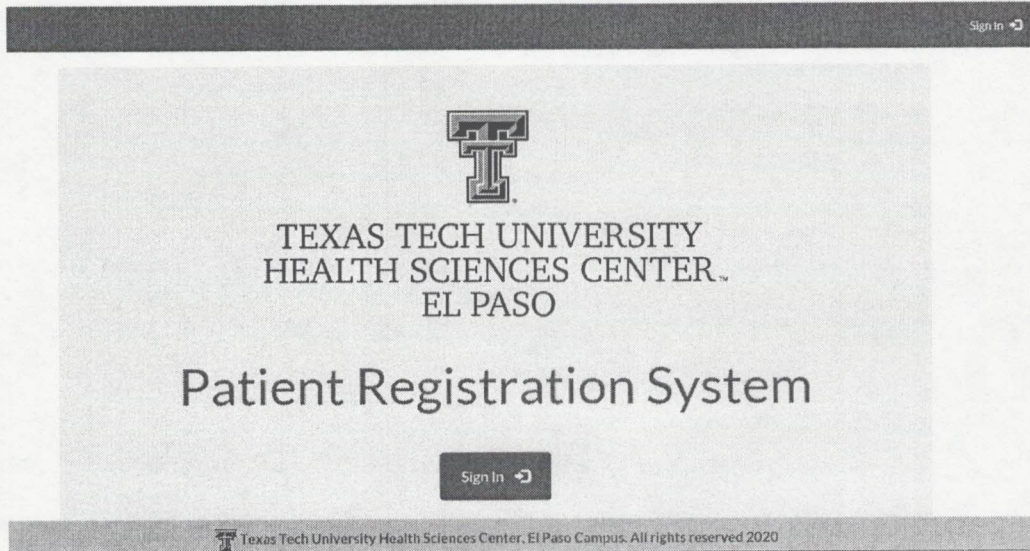
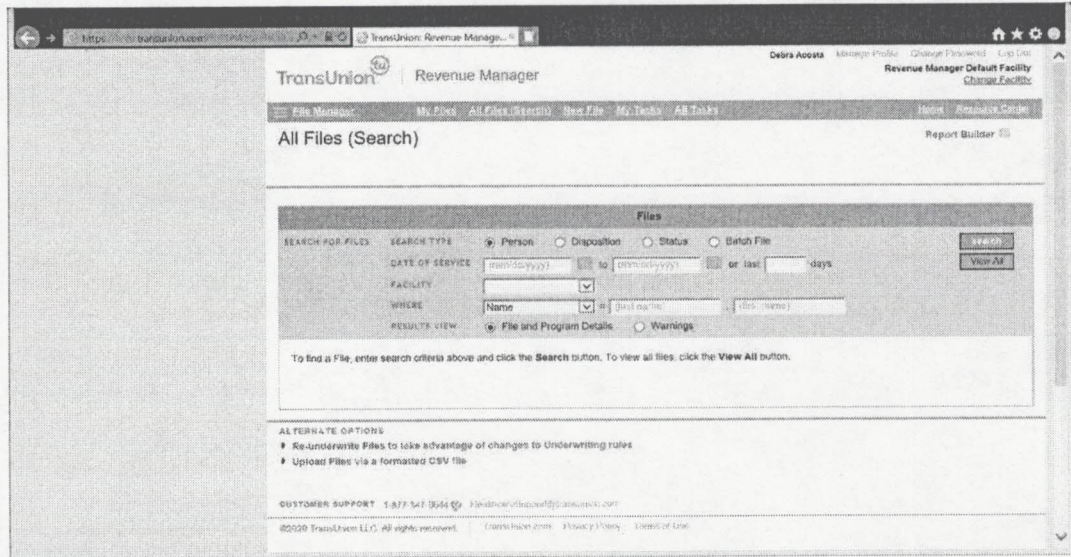
Policy: It is the policy to process patients applying for Charity Care.

Procedure:

- 1) Process incoming patient phone calls for Charity Care phone interviews.
- 2) Central Registration staff reviews documents submitted to: elp.financialassistance@ttuhsc.edu.
- 3) Central Registration staff completes the application for the patient and confirms the requirements are complete.
 - a. (proof of income; valid and current Identification; 2 proofs of residence in state of Texas; and dependents). Review submitted documents and determine from TTUHSC El Paso observed Federal Poverty Guidelines (200%) if patient qualifies for Charity Care.
 - b. Enter check mark in Cbiz/Additional Information Tab for Transunion Credit Verification press enter; Search patient in TransUnion Revenue Manager by MRN (Centricity Business E#)
 - c. TransUnion Revenue Manager returns search patient information
 - d. File Summary-Review patient information (demographics, credit report; red flag alert; current
 - e. Date/Stamp). Enter –Conduct interview, click continue.
 - f. Complete Program Assistance Screening Questionnaire (Household Screening Questions). Click Next, Click Continue.
 - g. Enter Information about dependents included in the file (spouse or dependents); Click Add; enter Person details; click Save. Click Next.
 - h. Review –Enter Mailing Address; click on Next.
 - i. Enter Income Information; click Add; enter income details; click Save; click Next.
 - j. Confirm and save Interview Information; click Continue.
 - k. Review Program Recommendations: Click Status A Program; enter from drop box: 200% or Charity Denied; Apply check mark in box to patient evaluated for the discount; enter Save.
 - l. Click on Application Status
 - m. Update File Details; Click on drop box and enter file status (Charity Approved; Charity Denied) Assign file under Employee conducting evaluation; Click Save. Add/Update FSC 102 and effective/expiration dates in CBiz.
 - n. Financial Assistance Evaluation form is completed. Due to Covid-19, patient is unable to sign the form. Staff will enter comment is signature line: (phone application Covid-19).

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- o. Enter Comments in CBiz that include effective/expiration dates and the documents that were provided by the patient.
- p. Remove check mark in Cbiz/Additional Information Tab.
- q. Upload patient documents (Financial Assistance Evaluation form, Application, & required documents) to the MPIP Shared drive/CRegFiles folder and transfer to Xtender.
- r. Enter discount evaluation in Patient Registration System-Central Registration Tab.
- s. TransUnion Financial Assistance Evaluation is complete.



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