

River Hospital
4 Fuller Street
Alexandria Bay, NY 13607

Subject: River Care Sliding Fee Discount Program	Approvals:
Department: Patient Accounting	 Billing Manager, Brooke Parmeter
Effective Date: 01/02/07	
Distribution: Patient Accounting, Patient Access	
Revised: 06/2018, 02/2021, 12/2021, 11/2025	Reviewed: 01/30/12, 2/2013, 4/2014, 1/2015, 2/2015, 2/2016, 2/2019, 5/2020

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Purpose:

This program is designed to provide free or discounted care to those who have no means, or limited means, to pay for their medical services (Uninsured or Underinsured).

Uninsured Patients

Definition: Any patient that has received services at River Hospital that is without health insurance coverage and annual income less than 400% the Federal Poverty Level.

Underinsured Patients

Definitions: Any patient that has received services at River Hospital and has an annual income of less than 400% the Federal Poverty Level and who has health insurance, but has spent more than 10% of their income on out-of-pocket medical expenses

Policy:

In addition to quality healthcare, patients are entitled to financial counseling by someone who can understand and offer possible solutions for those who cannot pay in full. The Patient Account Representative's role is that of patient advocate, that is, one who works with the patient and/or guarantor to find reasonable payment alternatives.

River Hospital will offer River Care, a Sliding Fee Discount Program to all who are unable to pay for their services. River Hospital will base program eligibility on a person's ability to pay and will not discriminate on the basis of an individual's race, color, sex, national origin, disability, religion, age, sexual orientation, gender identity, and regardless of immigration status. The [Federal Poverty Guidelines](#) are used in creating and annually updating the sliding fee schedule (SFS) to determine eligibility.

Procedure:

The following guidelines are to be followed in providing the Sliding Fee Discount Program.

1. Notification: River Hospital will make every effort to notify patients of the River Care Sliding Fee Discount Program by:
 - a. Notification of the availability of the River Care Sliding Fee Discount Program will be posted in all general registration areas and application with a summary of the aide available.
 - b. River Care Sliding Fee Discount Program application will be included with Financial Counseling letters mailed to Uninsured Patients, and will be available upon request to any patient seeking financial assistance.
 - c. River Care Sliding Fee Discount Program application will be provided by Patient Access and/or Financial Counseling upon patient request.

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- d. An explanation of our River Care Sliding Fee Discount Program and our application form are available on River Hospital's website.
2. All patients seeking healthcare services at River Hospital are assured that they will be served regardless of ability to pay. No one is refused service because of lack of financial means to pay.
3. Request for discount: Requests for discounted services may be made by patients, family members, social services staff or others who are aware of existing financial hardship. The River Care Sliding Fee Discount Program will be made available for all services provided at River Hospital. Information and forms can be obtained from the Front Desk and the Business Office, as well as online.
4. Administration: The River Care Sliding Fee Discount Program procedure will be administered through the Business Office Manager or his/her designee. Information about the River Care Sliding Fee Discount Program policy and procedure will be provided and assistance offered for completion of the application. Dignity and confidentiality will be respected for all who seek and/or are provided healthcare services.
5. Alternative payment sources: All alternative payment resources must be exhausted, including all third-party payment from insurance(s), federal and state programs.
6. Completion of Application: The patient/responsible party must complete the River Care Sliding Fee Discount Program application in its entirety. By signing the River Care Sliding Fee Discount Program application, persons authorize River Hospital access in confirming income as disclosed on the application form. Providing false information on a River Care Sliding Fee Discount Program application will result in all River Care Sliding Fee Discount Program discounts being revoked and the full balance of the account(s) restored and payable immediately.

If an application is unable to be processed due to the need for additional information, the applicant has 30 days from the date of notification to supply the necessary information without having the date on his/her application adjusted. If a patient does not provide the requested information within 30 day time period, his/her application will be re-dated to the date on which

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s/he supplies the requested information. Any accounts turned over for collection as a result of the patient's delay in providing information will not be considered for the Sliding Fee Discount Program.

7. Eligibility: Discounts will be based on income and family size only. River Hospital uses the [Census Bureau](#) definitions of each.
 - a. Family is defined as: a group of two people or more (one of whom is the householder) related by birth, marriage, or adoption and residing together; all such people (including related subfamily members) are considered as members of one family. Certain other circumstances will be considered for eligibility to the River Care Sliding Fee Discount Program as warranted.
 - b. Income includes: earnings, unemployment compensation, workers' compensation, Social Security, Supplemental Security Income, public assistance, veterans' payments, survivor benefits, pension or retirement income, interest, dividends, rents, royalties, income from estates, trusts, educational assistance, alimony, child support, assistance from outside the household, and other miscellaneous sources.
8. Income verification: Applicants must provide one of the following: prior year W-2, two most recent pay stubs, letter from employer, or Form 4506-T (if W-2 not filed). Self-employed individuals will be required to submit detail of the most recent three months of income and expenses for the business. Adequate information must be made available to determine eligibility for the program.

Self-declaration of Income may only be used in special circumstances. Specific examples include participants who are homeless. Patients who are unable to provide written verification must provide a signed statement of income, and why they are unable to provide independent verification. This statement will be presented to River Hospital's CEO or his/her designee for review and final determination as to the sliding fee percentage. Self-declared patients will be responsible for 100% of their charges until management determines the appropriate category.

9. Discounts: Those with incomes below 200% of Federal Poverty Level (FPL) will receive a full 100% discount. Those with incomes at or above 200% of poverty, but at or below 300% of poverty, will be charged according to the sliding fee schedule.

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- a. Uninsured patients: sliding scale of up to 10% of the amount that would have been paid for the service(s) by Medicaid.
 - b. Underinsured patients: Up to a maximum of 10% of the amount that would have been paid pursuant to such patient's insurance cost sharing. For patients whose income levels are 301%-400% of the FPL, the sliding scale is up to 20% for both uninsured and underinsured circumstances. The sliding fee schedule will be updated during the first quarter of every calendar year with the latest Federal Poverty Guidelines.
10. Waiving of Charges: In certain situations, patients may not be able to pay the discount fee. Waiving charges may only be used in special circumstances and must be approved by River Hospital's CEO, CFO, or their designee. Any waiving of charges should be documented in the patient's file along with an explanation (e.g., ability to pay, good will, health promotion event).
11. Applicant notification: The River Care Sliding Fee Discount Program determination will be provided to the applicant(s) in writing, and will include the percentage of River Care Sliding Fee Discount Program write off, or, if applicable, the reason for denial. If the application is approved for less than a 100% discount or denied, the patient and/or responsible party must immediately establish payment arrangements with River Hospital. River Care Sliding Fee Discount Program applications cover outstanding patient balances for three months prior to application date and any balances incurred within 12 months after the approved date, unless their financial situation changes significantly. The applicant has the option to reapply after the 12 months have expired or anytime there has been a significant change in family income. When the applicant reapplies, the look back period will be the lesser of three months or the expiration of their last River Care Sliding Fee Discount Program application.
12. Refusal to Pay: If a patient verbally expresses an unwillingness to pay or vacates the premises without paying for services, the patient will be contacted in writing regarding their payment obligations. If the patient is not on the sliding fee schedule, notice will be sent to the patient notifying him/her of their percentage of Federal Poverty Level based on the proof of income provided with their application, stating they are not eligible/do not qualify for River Care Sliding Fee Discount Program. If the patient does not make effort

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to pay or fails to respond within 60 days, this constitutes refusal to pay. At this point in time, River Hospital can explore options not limited, but including offering the patient a payment plan, waiving of charges, or referring the patient to collections.

13. Record keeping: Information related to River Care Sliding Fee Discount Program decisions will be maintained and preserved in a centralized confidential file located on the secure hospital server, in an effort to preserve the dignity of those receiving free or discounted care.
 - a. Applicants that have been approved for the River Care Sliding Fee Discount Program will be logged in a document on River Hospital shared directory, noting names of applicants, dates of coverage and percentage of coverage.
 - b. The Self Pay Supervisor, under the direction of Business Office Manager, will maintain the River Care log identifying River Care Sliding Fee Discount Program recipients and dollar amounts. Denials will also be documented and saved in a secure location. As required by Section 2807-K of the Public Health Law, the number of people who have applied for financial assistance, including their age, gender, race, ethnicity, and insurance status will also be logged to report to DOH annually.
14. Policy and procedure review: Annually, the River Care Sliding Fee Discount Program provided will be reviewed by the CEO and/or Comptroller. The SFS will be updated based on the current Federal Poverty Guidelines and State Policy changes. Pertinent information comparing amount budgeted and actual community care provided shall serve as a guideline for future planning. This will also serve as a discussion base for reviewing possible changes in our policy and procedures and for examining institutional practices which may serve as barriers preventing eligible patients from having access to our community care provisions.
15. Budget: During the annual budget process, an estimated amount of River Care Sliding Fee Discount Program service will be placed into the budget as a deduction from revenue. Board approval for River Care Sliding Fee Discount Program will be sought as an integral part of the annual budget.