I. Purpose
This policy provides financial assistance guidelines for the provision of free or discounted, eligible Medically Necessary services to patients who meet certain eligibility criteria and demonstrate an inability to pay.

II. Scope
This policy applies to all patients who are residents of Louisiana or Mississippi and receive either Professional Services or Technical Services at Ochsner Health System (Ochsner), as listed on Attachment D, that are Medically Necessary and who meet certain eligibility criteria.

III. Definitions
A. Emergency Medical Conditions– Defined within the meaning of section 1867 of the Social Security Act.
B. Expected Payments- All claims allowed by insurers.
C. Family Income– Defined by the Census Bureau which includes earnings, unemployment compensation, worker’s 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 on a pre-tax basis. The following are excluded from calculation as Family Income by the Census Bureau:
   1. Noncash benefits (such as food stamps and housing subsidies);
   2. Capital gains or losses; and
   3. Non-relatives, such as housemates.
D. Federal Poverty Level (FPL)– The set minimum amount of gross income that a family needs for food, clothing, transportation, shelter and other necessities and varies by family size as set forth by the Department of Health and Human Services.
E. Financial Assistance–refers to healthcare services provided by Ochsner without charge or at a discount to qualifying patients.
F. Gross Charges– Total charges at the facility’s full established rates for the provision of patient care services before deductions from revenue are applied.
G. Medically Necessary– Services that are reasonable or necessary for the diagnosis or treatment of an illness or injury. Medical Necessity will be determined by the examining physician.
Financial Assistance

H. **Patient Portion** - The amount the patient is financially responsible for after insurance has been applied to the bill for the services rendered.

I. **Professional Services** - services provided by a physician or clinical professional.

J. **Self Pay Discount** - Discount applied to amounts due from patients for uninsured services.

K. **Technical Services** - medical or technical equipment, supplies or services.

L. **Underinsured** - Patient has some form of third party assistance but still has out-of-pocket expenses that exceed his/her ability to pay.

M. **Uninsured** - Patient has no form of third party assistance to assist with financial responsibility for medical services.

IV. **Policy Statements**

A. Ochsner is committed to providing Financial Assistance for Medically Necessary Care to persons who are Uninsured, Underinsured, ineligible for a government program, or otherwise unable to pay, and who are determined to be eligible for Financial Assistance in accordance with this policy. Ochsner shall provide, without discrimination, care of Emergency Medical Conditions to individuals regardless of their eligibility for Financial Assistance or for government assistance.

B. Patients who are determined eligible for Financial Assistance shall not be deferred for Medically Necessary care.

C. Patients are expected to cooperate with Ochsner’s procedures for obtaining Financial Assistance or other forms of payment, and to contribute to the costs of their care based on their individual ability to pay.

D. The granting of Financial Assistance shall be based on an individualized determination of financial need and will not take into account age, gender, race, social or immigration status, sexual orientation, or religious affiliation.

V. **Procedures/Standards and Roles & Responsibilities**

A. Eligibility for Financial Assistance

1. Financial Assistance applies to patient liability only, including but not limited to, deductibles, co-payments, and co-insurances and is available to residents of Louisiana and Mississippi. Eligibility for Financial Assistance is determined based on the patient’s Family Income, assets, and family size.

2. Ochsner shall provide a 100% Financial Assistance discount for eligible services to patients whose Family Income is at 200% of the FPL Guidelines or less.
Financial Assistance

3. Patients whose Family Income exceeds 200% of the FPL may be eligible to receive discounted rates on a case-by-case basis based on their specific circumstances, such as catastrophic illness or medical indigence, at the discretion of Ochsner. For exceptions, documentation may be required to qualify for Financial Assistance. Exceptions include, but are not limited to:
   a. Expensive medications;
   b. Terminal illness; or
   c. Multiple hospitalizations.

4. Failure to comply with Ochsner’s Medicaid coverage and Financial Assistance screening process will exclude patients from Financial Assistance eligibility.

5. Modifications to previously awarded discounts shall be made if subsequent information indicates the information provided to Ochsner was inaccurate.

B. Services Available Under this Policy

1. Financial Assistance is available for all Professional Services and Technical Services, except for the following:
   a. Pre paid, fixed price services;
   b. Transplant services; and
   c. Fees for Professional services rendered by the providers as listed on Attachment A.

C. Methods by Which Patients May Apply for Financial Assistance

1. Financial Assistance requests can be made by contacting the Patient Account Customer Service department via telephone, email, fax, or written correspondence or by visiting the Patient Financial Services Department located at Ochsner Health System facilities.

2. Financial need will be determined by an individual assessment of financial need and may:
   a. Include an application process (“Attachment B”), in which the patient or the patient’s guarantor, is required to cooperate and supply personal, financial, and other information and documentation relevant to making a determination of financial need;
      i. The Financial Assistance application is required to provide additional information to allow for a more in-depth review of borderline approvals, hardship cases, and large balances.
b. Include the use of external publicly available data sources that provide information on a patient’s or a patient’s guarantor’s ability to pay (such as credit scoring);

c. Use a third party tool when there is insufficient information provided by the patient and may be utilized as the sole documentation source to make a Financial Assistance determination;

d. Include reasonable efforts by Ochsner to explore appropriate alternative sources of payment and coverage from public and private payment programs and to assist patients to apply for such programs; or

e. Include a review of the patient’s outstanding accounts receivable for prior services rendered and the patient’s payment history.

3. Applications for Financial Assistance are considered on an episode-of-care by episode-of-care basis. A patient has 240 days from the date of the first post-discharge bill for an episode of care to apply for Financial Assistance for that episode of care.

D. Amounts Charged to Patients

1. Patients who receive financial assistance may not be charged more for the same services generally billed to insured patients. The Financial Assistance discounts are separately calculated for each facility and represent the average payor yield by reviewing Medicare and commercial actual and Expected Payments (including the Patient Portion) over the prior twelve month period as demonstrated more fully on Attachment C.

E. Presumptive Financial Assistance Eligibility

1. In addition to the formal Financial Assistance application process, Uninsured patients may also be presumed to be eligible for Financial Assistance for charges on Technical Services based on evidence provided via use of a third party screening tool, which may be utilized as the sole documentation source to make a Financial Assistance determination.

2. Medically Necessary charges not covered by Medicaid or indigent care programs may be presumed eligible for Financial Assistance.

3. Account balances with previously made payments may be considered for Financial Assistance if requested through Patient Financial Services or Patient Accounts Customer Service; however, they shall not be considered through the presumptive Financial Assistance process.

F. Billing and Collection Efforts

1. The Billing and Collections policy and translated copies can be obtained:
Financial Assistance

a. online at https://www.ochsner.org/patients-visitors/billing-and-financial-services/financial-assistance/ or

b. upon written request at Ochsner Health System Patient Financial Services 1514 Jefferson Highway, New Orleans, LA 70121.

2. Ochsner will not impose extraordinary collection efforts such as wage garnishment, liens on primary residences or other legal actions for any patient without first making reasonable efforts to determine whether that patient is eligible for Financial Assistance under this policy.

G. Communication of the Financial Assistance Program to Patients and Within the Community

1. Information about the Financial Assistance program can be found on patient billing statements, the Ochsner web site, by visiting Patient Financial Services located at the Ochsner facilities, or on the patient discharge summary.

VI. Enforcement and Exceptions

A. Failure to comply with this policy may result in progressive discipline up to and including termination of employment for employees or termination of contract or service for third-party personnel, students or volunteers.

VII. Internal References

OHS.REV.044 Billing and Collections policy

VIII. External References

HFMA 501(c)(3) Hospital Charity Care Policy and Procedure

Census Bureau Measure of Poverty
https://www.census.gov/hhes/www/poverty/about/overview/measure.html

42 U.S.C. 1395dd

26 U.S.C 501, see also 26 CFR Parts 1, 53 and 602, Additional Requirements for Charitable Hospitals; Final Rule

IX. Policy History

OHS.REV.042 Financial Assistance (July 2014)
Financial Assistance

X.  Approved

Warner Thomas, President and Chief Executive Officer

Scott Posecai, Executive Vice President and Chief Financial Officer

Reviewers
Stephanie Wells, System Vice President Revenue Cycle Services
Katherine Cardwell, AVP Revenue Cycle
System Policy Review Committee, 10/26/2015
Attachment A Professional Services Not Covered by Financial Assistance Policy

Policy Number: OHS.REV.042
Date of Issue: 07/2014, 10/2019
Review Dates: 07/2014, 10/2019
Revision Dates: 07/2014, 02/2016
Policy Owner(s): Patient Financial Services

Ochsner Medical Center- Baton Rouge and clinics

Fees for professional services rendered by the providers listed below are not covered by Ochsner's Financial Assistance Policy.

Adams, Cherie, NNP                                      Campo Jr., Nicholas, MD
Adhikari, Prabhat, MD                                    Cavazos, Cristina M., MD
Aikawa, Taro, MD                                         Champagne, Aaron J., CRNA
Albares, Robert P., CRNA                                 Cho, Parina G., MD
Albert, Troy M., CRNA                                    Coll, Jonathan P., MD
Anderson, Andrea C., NP                                  Conway, Susan, MD
Andrade, Kristine E., MD                                 Crouch, John E., MD
Antrobus, Stephen D., MD                                 Daniel, Chaillie P., MD
Arcement, Patrick V., PA-C                                Davae, Ketan C., MD
Aultman, Chad J., MD                                     Davis, Steven W., MD
Austin, LaTania Z., CRNA                                 Deland, Mary M., MD
Aventura, Emily T., MD                                   Desharnais, Shannon R., CRNA
Awwad, Reem S., MD                                       Dickerson, Mary, MD
Bains, Amy S., PA-C                                      Domangue, Meegan, PA-C
Baird, Gregory, CRNA                                     Dorn, Callie S., CRNA
Baril, Robert T., DO                                     Dufrene, Jeremy, CRNA
Beard, Brent, CRNA                                       Durel, Stephen, CRNA
Ben Abda, Rafik B., DO                                   Eagleton, Bernard, MD
Bergeron, Kimberly, PA-C                                 Edson, Steven B., MD
Black, Andrew, MD                                        Elofson, II, Rodger H., MD
Blanchard, Penny, NNP                                    Felter, Kevin J., MD
Bollich, Amiee, CRNA                                     Firmin, Kristie L., PA-C
Bolt-Delhommer, Lindsey H., CRNA                         Fletcher, James D., MD
Borne, Tyler G., CRNA                                    Fortuna, Robert B., MD
Boyer, Cynthia I., MD                                    Fowler, Scott J., CRNA
Branstetter III, Robert M., MD                            Franklin, Jeffery, MD
Bronstein, Yulia L., MD                                   Frederiksen, Ryan, MD
Broussard, Nicholas, CRNA                                Freeman, Kathryn E., PA-C
Brown, Jason A., MD                                      Furubayashi, Jill K., MD
Brown, Lee, NNP                                          Gardiner, Scott, MD
Buchart, Christopher, CRNA                               Geatrakas, Christina S., MD
Burdette, David D., MD                                    Gibson, April B., MD
Burkholz, Kimberly J., MD                                Goldstein, Baruch B., MD
Burns, Sarah K., CRNA                                     Goni, Michelle, MD
Caldemeyer, Karen S., MD                                  Guedry, Alexandra T., PA-C

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Last Updated 11/12/2019
Attachment A Professional Services Not Covered by Financial Assistance Policy

Policy Number  OHS.REV.042
Date of Issue  07/2014, 10/2019
Review Dates  07/2014, 10/2019
Revision Dates  07/2014, 02/2016
Policy Owner(s)  Patient Financial Services

Hammonds, Mark, PA-C  Mason, Glenn A., MD
Hansing, Duncan A., DO  Matthews, Andrew, MD
Haque, Omar M., MD  May, Byron B., MD
Haranath, Sai P., MD  McGehee, Kathrine R., NNP
Hecht, Adam R., MD  McGinty, Sarah, MD
Heffernan, Dennis, CRNA  Miller, Kyle A., MD
Henderson, Patrick R., MD  Miller, Robert L., MD
Hodgkins, Emma L., NNP  Mixon, Keely N., PA-C
Hollis, Richard K., DO  Mohan, Kinila T., MD
Holstein, Amy, CRNA  Morais, Joshua D., MD
Holwager, Patrick, CRNA  Morello, Lance, CRNA
Hughes Jr., Douglas E., MD  Morris III, Hershel F., CRNA
Hunt, Rebecca Z., NP  Muller, Blake C., CRNA
Irfan, Wajeeh, MD  Musso, Katherine E., CRNA
Ivan, Mihaela, MD  Neumann, Matthew, MD
Ivy, Cathleen A., MD  Nguyen, Victoria A., DO
Jacomin, Christian P., PA-C  Nicell, Donald T., MD
Johnson Jr, Franklin R., MD  Parada-Orrego, Sandra, MD
Johnson, Michael G., CRNA  Parekh, Vipul, MD
Jones, Kasey, CRNA  Parikh, Khushboo N., MD
Kaplan, Richard T., MD  Park, Christopher W., MD
Karachalios, Michael D., MD  Passman, Courtney, CRNA
Kasirajan, Lakshmipriya P., MD  Pedersen, Gerald, CRNA
Kato, Kambrie Y., MD  Pennington, Brian, CRNA
Klein, Jerome B., MD  Perkowski, Paul E., MD
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Krainsin, Joseph G., MD  Pitre, Luke, CRNA
Lamoureaux, Christine A., MD  Poirrier, Amber, CRNA
Landry III, William B., MD  Pollock, Max R., MD
Landry, Christina C., PA-C  Pratt, Alan G., MD
LeBlanc, Jeffrey, CRNA  Pruett, Wesley C., MD
Lin, Michael C., MD  Ra, Courtney C., NNP
Lo, Kenneth K., MD  Rhoden, Sandra J., MD
Logothetis, Nickolas J., MD  Riley, Ashley R., PA-C
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Mahmood, Omar A., MD  Rodrigue, Aimee, CRNA
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Adams, Stephen J., DO  
Adhikari, Prabhat, MD  
Adinolfi, Michael F., MD  
Aikawa, Taro, MD  
Ali, Murtuza J., MD  
Austin-Hosli, Michelle M., CRNA  
Aventura, Emily T., MD  
Awad, Reem S., MD  
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Ben Abda, Rafik B., DO  
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Chen, James C., MD  
Cho, Parina G., MD  
Clover, Renee M., NP  
Cohen, Megan E., CRNA  
Connolly, Christine W., MD  
Craigie, James E., MD  
Crefasi, Lynn M., RNFA  
Crouch, John E., MD  
Curtis, Bernadette R., MD  
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Dauzat, Sr. Sr., Travis M., SA-C  
Davae, Ketan C., MD  
Davis, Steven W., MD  
Dennis Jr., Lee A., CRNA  
Dym, Jean-Paul, MD  
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Fassihi, Amir A., MD  
Felner, Kevin J., MD  
Fischman, Nathan H., MD  
Fox II, Stephen G., MD  
Gandle, Bruce, MD  
Geatrakas, Christina S., MD  
Germain, Lisa P., DDS  
Gibson, Aprile B., MD  
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<td>Nguyen, Victoria A., DO</td>
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Attachment A Professional Services Not Covered by Financial Assistance Policy

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Last Updated 11/12/2019
Fees for professional services rendered by the providers listed below are not covered by Ochsner's Financial Assistance Policy.

Adams, Stephen J., DO
Adhikari, Prabhat, MD
Adinolfi, Michael F., MD
Aikawa, Taro, MD
Aventura, Emily T., MD
Awawd, Reem S., MD
Ben Abda, Rafik B., DO
Bernabo, Pamela A., CSFA
Bishop, William E., CSFA
Blunck, Joshua T., DO
Bolisay, Crispin D., MD
Borne, Charlene J., NP
Brandner, Joshua S., DDS, MD
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Brewer Jr., Byron L., RNFA
Bronstein, Yulia L., MD
Burdette, David D., MD
Burkholz, Kimberly J., MD
Cabiling, David, MD
Caire IV, Arthur A., MD
Caldemeyer, Karen S., MD
Cameron, LaToya R., NP
Casey, Kristin L., MD
Cavazos, Cristina M., MD
Chen, James C., MD
Cho, Parina G., MD
Crouch, John E., MD
Curtis, Bernadette R., MD
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Davae, Ketan C., MD
Davis, Steven W., MD
DiPocie, Jason M., MD
Dolhonde, Joni D., CSFA
Domingue, James, MD

Donohue, Cary T., DPM
Dym, Jean-Paul, MD
Edson, Steven B., MD
Elendu, Sebastine I., MD
Erwin, Amanda M., CST
Estapa, Amanda H., NP
Felner, Kevin J., MD
Foundas, Anne L., MD
Fox II, Stephen G., MD
Geatrakas, Christina S., MD
Gibson, April B., MD
Gillmore, Diana L., MD
Gjino, Alma, MD
Goldstein, Baruch B., MD
Goni, Michelle, MD
Haque, Omar M., MD
Haranath, Sai P., MD
Hebert, A. Foster, MD
Hebert, Louis D., MD
Hecht, Adam R., MD
Henderson, Jannell F., MD
Hughes Jr., Douglas E., MD
Ivan, Mihaela, MD
Ivy, Cathleen A., MD
Janani, Crystal S., MD
Jones, Destini L., CSFA
Jourdan, Alaina M., NP
Kaplan, Richard T., MD
Kasirajan, Lakshmipriya P., MD
Kimbell, Michael A., CSFA
Klein, Jerome B., MD
Kolesnikova, Natalia, MD
Kopp, Alan J., MD
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Krausz, David J., MD
Attachment A Professional Services Not Covered by Financial Assistance Policy

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Lagarde, Gina P., MD          Sanchez, Jorge J., MD
Lamoureux, Christine A., MD   Schloegel, Katie L., NP
Lang, Danisha R., NP          Schnell, Jeremy F., CSFA
Lavigne, Michael E., MD       Sciuk, Adam A., MD
Ledet, Brenda J., NP          Shaffett, Todd P., NP
Lefran, Jose A., MD           Shaffrey, Julie K., MD
Logothetis, Nickolas J., MD   Skinner, Kentucky R., CSFA
Loyola, James A., DMD         Sonken, Ronald S., MD
Maggio, Stacy B., SA-C        Spell, Andrew G., MD
Mahmood, Omar A., MD          Stein, Dionne, FNP
Malik, Dawood I., MD          Strong, Benjamin W., MD
Mallow, Jason D., MD          Tedesco, Kurtis L., MD
Mancil, Zohreh, DPM          Theriot, Sabrina A., CSFA
Mason, Glenn A., MD          Verma, Sumeet, MD
Massett Jr., Edward, DDS      Vreeland, Thomas H., MD
McDonald, Kate, MD            Watson, Steven J., DPM
McGinty, Tina M., CSFA       Weems, Danielle M., MD
Miller, Kimberley S., MD     Weir, David L., MD
Miller, Robert L., MD        Westfall, Russell L., DDS
Missoi, Allen K., MD        Wolfe, Gregory W., MD
Mohan, Kinila T., MD          Wong, William J., MD
Morais, Joshua D., MD        Zorn, Jeffrey G., MD
Morley, Robert M., DO
Nguyen, Victoria A., DO
Nicell, Donald T., MD
Nissenbaum, Michael A., MD
Ory, Bridget A., MD
Palazzo, Anthony J., MD
Parada-Orrego, Sandra, MD
Paul, Marc H., MD
Philip, Shailendri E., MD
Phillips, Mary L., MD
Pratt, Alan G., MD
Rai, Surinder K., DO
Redmond, Cessalee N., CSFA
Rhoden, Sandra J., MD
Robinette, Alison M., MD
Rosenthal, Joshua M., MD
Rougelot, Amy G., PA-C
Rozell, Joseph M., MD

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Ochsner Medical Center-West Bank and clinics

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Awwad, Reem S., MD
Ben Abda, Rafik B., DO
Bishop, William E., CSFA
Blunck, Joshua T., DO
Brewer Jr., Byron L., RNFA
Bronstein, Yulia L., MD
Burkholz, Kimberly J., MD
Caldemeyer, Karen S., MD
Casey, Kristin L., MD
Cavazos, Cristina M., MD
Chakraborti, Champa, MD
Chambers, Michael A., MD
Chen, James C., MD
Crouch, John E., MD
Culicchia, Carl F., MD
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Darling, Laurie Z., PhD
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Deutsch, Jules S., MD
Dola, Chi P., MD
Dym, Jean-Paul, MD
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Fataki, Adil A., MD
Felner, Kevin J., MD
Ferguson Jr, Michael G., MD, DDS
Fox II, Stephen G., MD
Geatrakas, Christina S., MD
Gershaniak, Juan J., MD
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Janani, Crystal S., MD
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Kasirajan, Lakshmipriya P., MD
Kesler, John M., PA-C
Kitahama, Akio, MD
Klein, Jerome B., MD
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Kopp, Alan J., MD
Lamoureux, Christine A., MD
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Ochsner St Anne and clinics

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**OCHSNER CLINIC FOUNDATION**

Fees for professional services rendered by the providers listed below are not covered by Ochsner's Financial Assistance Policy.

- Abad, Ellison B., NP
- Adams, Stephen J., DO
- Adhikari, Prabhat, MD
- Aikawa, Taro, MD
- Amaraneni, Kumar K., MD
- Amenta, Peter S., MD
- Anderson, Margot, MD
- Aventura, Emily T., MD
- Awasthi, Deepak, MD
- Awwad, Reem S., MD
- Bailey, Benjamin D., MD
- Bean, Cynthia M., MD
- Beene, Stephen M., MD
- Belyaeva, Elizaveta A., MD
- Ben Abda, Rafik B., DO
- Bernabo, Pamela A., CSFA
- Bishop, William E., CSFA
- Block, Celeste A., DDS
- Boudreaux, Benjamin J., MD
- Brewer Jr., Byron L., RNFA
- Bronstein, Yulia L., MD
- Brown, Lyle L., MD
- Burkholz, Kimberly J., MD
- Caldemeyer, Karen S., MD
- Casey, Kristin L., MD
- Caspi, Joseph, MD
- Cavazos, Cristina M., MD
- Charbonnet, Jean H., CNIM
- Chen, James C., MD
- Chesson Jr, Ralph R., MD
- Cho, Parina G., MD
- Collier, James C., MD
- Crouch, John E., MD
- Curtis, Bernadette R., MD
- Dauzat, Sr. Sr., Travis M., SA-C
- Davae, Ketan C., MD
- Davis, Steven W., MD
- Deakter, Daniel R., MD
- DeNicola, Dustin P., NP
- Domingue, James, MD
- Dym, Jean-Paul, MD
- Edson, Steven B., MD
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- Elendu, Sebastian I., MD
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- Fox II, Stephen G., MD
- Geatrakas, Christina S., MD
- Gibson, Aprile B., MD
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- Green, Adam S., MD
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- Henderson, Jannell F., MD
- Henry, Charles S., MD
- Herring, Whitney P., MD
- Hintz, Megan C., RNFA
- Hughes Jr., Douglas E., MD

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Vreeland, Thomas H., MD
Warner, Jonathan W., CSFA
Weir, David L., MD
West, Eric W., MD
Weyand, Theodore G., PhD
Wolfe, Gregory W., MD
Wong, William J., MD
Wynn, Cameron H., MD
Zorn, Jeffrey G., MD

Remainder of page intentionally left blank, remainder of providers continues next page.

Last Updated 11/12/2019
Attachment A Professional Services Not Covered by Financial Assistance Policy

<table>
<thead>
<tr>
<th>Policy Number</th>
<th>OHS.REV.042</th>
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<td>07/2014, 10/2019</td>
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<tr>
<td>Review Dates</td>
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<tr>
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<td>07/2014, 02/2016</td>
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<tr>
<td>Policy Owner(s)</td>
<td>Patient Financial Services</td>
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</table>

OUTPATIENT SURGERY SUITE-SLIDELL

Fees for professional services rendered by the providers listed below are not covered by Ochsner’s Financial Assistance Policy.

Adams, Stephen J., DO
Awwad, Reem S., MD
Ben Abda, Rafik B., DO
Boxberger, Nicole R., DDS
Brandner, Joshua S., DDS, MD
Bronstein, Yulia L., MD
Burkholtz, Kimberly J., MD
Casey, Kristin L., MD
Chen, James C., MD
Crouch, John E., MD
Curtis, Bernadette R., MD
Davis, Steven W., MD
Fox II, Stephen G., MD
Geatrakas, Christina S., MD
Gibson, Aprile B., MD
Hecht, Adam R., MD
Ivy, Cathleen A., MD
Kaplan, Richard T., MD
Klein, Jerome B., MD
Kopp, Alan J., MD
Lang, Danisha R., NP
Mahmood, Omar A., MD
Malik, Dawood I., MD
Mallow, Jason D., MD
Mancil, Zohreh, DPM
Miller, Kimberley S., MD
Miller, Robert L., MD
Missoi, Allen K., MD
Morley, Robert M., DO
Nguyen, Victoria A., DO
Nicell, Donald T., MD
Nissenbaum, Michael A., MD
Philip, Shailendri E., MD
Phillips, Mary L., MD
Pratt, Alan G., MD

Rai, Surinder K., DO
Rhoden, Sandra J., MD
Robinette, Alison M., MD
Rosenthal, Joshua M., MD
Sciuk, Adam A., MD
Sonken, Ronald S., MD
Strong, Benjamin W., MD
Tedesco, Kurtis L., MD
Vreeland, Thomas H., MD
Wagner, Kathryn R., MD
Wolfe, Gregory W., MD
Zorn, Jeffrey G., MD

Last Updated 11/12/2019
Attachment A Professional Services Not Covered by Financial Assistance Policy

Policy Number: OHS.REV.042  
Date of Issue: 07/2014  
Review Dates: 07/2014, 10/2019  
Revision Dates: 07/2014, 02/2016  
Policy Owner(s): Patient Financial Services

OUTPATIENT SURGERY SUITE - Kenner

Fees for professional services rendered by the providers listed below are not covered by Ochsner’s Financial Assistance Policy.

Adams, Stephen J., DO  
Adhikari, Prabhat, MD  
Aikawa, Taro, MD  
Ali, Murtuza J., MD  
Andrade, Kristine E., MD  
Armstead-Williams, Cassandra M., MD  
Arron, Brett L., MD  
Aultman, Chad J., MD  
Aventura, Emily T., MD  
Awwad, Reem S., MD  
Baril, Robert T., DO  
Baudier, Sister Mary M., MD  
Ben Abda, Rafik B., DO  
Berry, Susan J., MD  
Besch, Ceryl L., MD  
Blunck, Joshua T., DO  
Branstetter III, Robert M., MD  
Bronstein, Yulia L., MD  
Brown, Jason A., MD  
Burdette, David D., MD  
Burkholz, Kimberly J., MD  
Caldemeyer, Karen S., MD  
Caplan, Daniel I., MD  
Cascio, Brett M., MD  
Cavazos, Cristina M., MD  
Cheema, Mohammad, MD  
Chen, James C., MD  
Cho, Parina G., MD  
Clarke, Delphia M., MD  
Coll, Jonathan P., MD  
Corley, Madison B., PA-C  
Cox-Alomar, Pedro R., MD  
Crouch, John E., MD  
Curtis, Bernadette R., MD  
Davae, Ketan C., MD  
Davis, Steven W., MD  
Deakter, Daniel R., MD  
DeFelice, Kara M., MD  
Delahoussaye, Paul, MD  
DiPoce, Jason M., MD  
Dunaway, Kenneth W., PA-C  
Dym, Jean-Paul, MD  
Edson, Steven B., MD  
Elsass, Kelcey D., MD  
Fassihi, Amir A., MD  
Felner, Kevin J., MD  
Fortuna, Robert B., MD  
Fox II, Stephen G., MD  
Frederiksen, Ryan, MD  
Gayle, Julie A., MD  
Geatrakas, Christina S., MD  
Gibson, Aprile B., MD  
Goldstein, Baruch B., MD  
Goni, Michelle, MD  
Gould III, Harry J., MD  
Grossman, Owen M., MD  
Haque, Omar M., MD  
Haranath, Sai P., MD  
Hatipoglu, Mustafa, MD  
Hecht, Adam R., MD  
Helander, Erik M., MD  
Helmcke, Frederick R., MD  
Helmstetter, John, MD  
Henderson, Jannell F., MD  
Henderson, Patrick R., MD
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</tr>
<tr>
<td>Policy Owner(s)</td>
<td>Patient Financial Services</td>
</tr>
</tbody>
</table>

- Hollis, Richard K., DO
- Hughes Jr., Douglas E., MD
- Hutnings, John J., MD
- Ivan, Mihaela, MD
- Ivy, Cathleen A., MD
- Jain, Neeraj, MD
- Jain, Shelly, MD
- Jones, Jonathan K., MD
- Kaplan, Richard T., MD
- Kapoor, Vibhu, MD
- Karachalios, Michael D., MD
- Kasirajan, Lakshmipriya P., MD
- Kato, Kambric Y., MD
- Kendrick, Rhonda F., MD
- Khan, Toosef M., MD
- Klein, Jerome B., MD
- Kline, Ryan J., MD
- Kolesnikova, Natalia, MD
- Kopp, Alan J., MD
- Kumar, Prem, MD
- La Brie-Brown, Carmen L., MD
- Lamoureux, Christine A., MD
- Landreneau, Stephen, MD
- Lin, Michael C., MD
- Logothetis, Nickolas J., MD
- Mader Jr., Edward C., MD
- Maffei, Joanne T., MD
- Mahmood, Omar A., MD
- Malik, Dawood I., MD
- Mallow, Jason D., MD
- Markiewicz, Maria D., DPM
- Mason, Glenn A., MD
- Matthews, Andrew, MD
- May, Byron B., MD
- McDonnell, Kevin M., MD
- Melotti, Michelle K., MD
- Menard, Bethany L., MD
- Miller, Kimberley S., MD
- Miller, Kyle A., MD
- Miller, Robert L., MD
- Missoi, Allen K., MD
- Mitchell, Hayley E., NP
- Mohan, Kinila T., MD
- Morais, Joshua D., MD
- Morley, Robert M., DO
- Nguyen, Victoria A., DO
- Nguyen, Viet H., MD
- Nicell, Donald T., MD
- Nissenbaum, Michael A., MD
- Novick, Michael K., MD
- Parent, Kriste L., NP
- Park, Christopher W., MD
- Parker, Bryan E., NP
- Parsel, Lauren J., CRNA
- Patel, Ripla H., MD
- Paul, Marc H., MD
- Philip, Shailendri E., MD
- Phillips IV, Paul, MD
- Phillips, Mary L., MD
- Pollock, Max R., MD
- Pratt, Alan G., MD
- Rai, Surinder K., DO
- Rhoden, Sandra J., MD
- Riccobono, Margaret A., PA-C
- Riopelle, James M., MD
- Risher, William H., MD
- Robinette, Alison M., MD
- Ron, Victoria, MD
- Rozell, Joseph M., MD
- Rozenfeld, Michael N., DO
- Rubin, Ryan E., MD
- Rudny, Kevin P., MD
- Sanders Jr., Charles V., MD
- Schoellerman, Manal M., MD
- Sciuk, Adam A., MD
- Shaffrey, Julie K., MD
- Sheridan, Elizabeth, PA-C
- Shou, Jason, MD
- Siegel, Micah W., MD
- Simpson, Dustin L., MD

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Attachment A Professional Services Not Covered by Financial Assistance Policy

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<td>Sonken, Ronald S., MD</td>
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<td>Spell, Andrew G., MD</td>
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<td>Spera, Melissa A., MD</td>
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<td></td>
<td>Stark, Janell E., NP</td>
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<td>Stern, Timothy J., NP</td>
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<td>Strauchler, Daniel A., MD</td>
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<td>Strong, Benjamin W., MD</td>
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<td>Struthers, Sarah A., MD</td>
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<td>Taylor, Stephanie N., MD</td>
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<td>Tedesco, Kurtis L., MD</td>
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<td>Tsai, Sang-Ting, MD</td>
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<td>Vreeland, Thomas H., MD</td>
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<td>Vridhachalam, Sanjeevi, MD</td>
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<td>Wen, Clement C., MD</td>
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<td></td>
<td>West, Eric W., MD</td>
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<td>Whiteside, Michael B., MD</td>
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<td></td>
<td>Wills, Craig A., PA-C</td>
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<td></td>
<td>Wolfe, Gregory W., MD</td>
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<td>Wong, William J., MD</td>
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<td></td>
<td>Zorn, Jeffrey G., MD</td>
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Policy Owner(s): Patient Financial Services

OUTPATIENT SURGERY SUITE- Hancock

Fees for professional services rendered by the providers listed below are not covered by Ochsner’s Financial Assistance Policy.

Aikawa, Taro, MD
Armstrong, Wesley Jay, PA
Bogan, Jennifer K, MD
Bold, Jonathan Wyatt, MD
Boudreaux, Karen Marcelle, NP
Bronstein, Yulia, MD
Cromwell, Brian Gordon, MD
Davis, Steven W, MD
Digby, Myles Christopher, MD
DiVittorio, Roy, MD
Edson, Steven B., MD
Fiorito, Thomas F, MD
Gauriloff-Rothenberg, Jane B, MD
Gebrail, Jacob H, MD
Gibson, Aprile Brown, MD
Grinnell, Orton F., CSFA
Hammack, Tracey Renee, NP
Hecht, Adam R, MD
Herring, Calvin Ward, MD
Hughes, Jason David, MD
Kamath, Kishore Vasudev, MD
Kaplan, Liat Joy, MD
Kaplan, Richard Todd, MD
Kavanagh, Joel B, MD
Kenyherz, Gregory E, MD
Klein, Jerome Benjamin, MD
Le, Huy Quang, MD
Lee, Zina Darcel, MD
Limaylla, Lucy Margot, MD
Liou, Wayne W, MD
Lucore, Peter M., MD
MacCurdy, Dale Moreland, MD
Macfarlane, Patricia O, MD

Marciane, Jenna Plaisance, CRNA
Mauterer, Jerome Charles, CSFA
Neher, Timothy J, MD
Nicell, Donald T, MD
Nievas, Mario Alexander, CRNA
Paul, Marc H, MD
Pratt, Alan G, MD
Raj, Arti, MD
Redmond, Jeff Steven, MD
Reiner, Bruce Ian, MD
Rikabi, Khaled A., MD
Robinette, Alison Marie, MD
Rovira, Klar Antonia, MD
Sangani, Bharat H., MD
Shaffer, William Alexander, MD
Slone, Richard Marvin,
Smith, Charles Barrett, MD
Snyder, Kolleen C, NP
Srivastava, Mohit, MD
Summersgill, Louis Edmund, MD
Sutcliffe, Joan Hazel, MD
Tedesco, Kurtis L, MD
Theriot, Sabrina A, CSFA
Trumbach, Sandra M, NP
Van Opijnen, Roeland Alexander, MD
Vinroot, Richard Allen, MD
Wangler, Shanen R, NP
White, Tara Scott, NP
Wong, David W, MD
Wong, Waikeong Patrick, MD
Zelinka, Peter Bohuslav, MD
Zhang, Jeannie Chengeng, MD
Zimmer, Wendy Elaine, MD
Financial Assistance

Process & Application

The Ochsner Health System ("OHS") is committed to providing financial assistance for patients with a demonstrated financial need or hardship, who have received medically necessary healthcare services provided by OHS. Medically necessary services are services that are reasonable or necessary for the diagnosis or treatment of an illness or injury. Medical necessity will be determined by the examining physician. This application does not serve as a guarantee of financial assistance or reduction in outstanding liability.

Forms to include:

- OHS Financial Assistance Application
- OHS Patient Attestation

Documentation to include:

1) Copy of most recently filed income tax return, or
2) Copy of three (3) most recent pay stubs.
   a. If unemployed, please provide letter from last employer OR copy of unemployment award letter
      OR letter certifying denial of unemployment benefits from applicable state department of labor
3) Copy of Social Security Administration monthly award letter
4) Copy of Disability monthly award letter
5) Copy of healthcare insurance card/information
6) Any and all other income:
   a. Spousal/Child Support
   b. Rental Property
   c. Investment Income
7) Medicaid denial letter from state administrator Proof of dependents

Please Mail Completed Info to:
Ochsner Health System
Attn: 
1514 Jefferson Hwy
New Orleans, LA 70121

Income Information: Please complete the income information below. Please state if the income listed is per month or per year.

If married, please include spouse income information under the Co-Applicant fields

<table>
<thead>
<tr>
<th>Income Sources</th>
<th>Applicant</th>
<th>Per Month/Year</th>
<th>Co-Applicant</th>
<th>Per Month/Year</th>
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<tbody>
<tr>
<td>Employment</td>
<td>$</td>
<td></td>
<td></td>
<td>$</td>
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<tr>
<td>Social Security</td>
<td>$</td>
<td></td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>Disability</td>
<td>$</td>
<td></td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>Unemployment</td>
<td>$</td>
<td></td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>Rental Property</td>
<td>$</td>
<td></td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>Investment Income</td>
<td>$</td>
<td></td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>Spousal Support</td>
<td>$</td>
<td></td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>Child Support</td>
<td>$</td>
<td></td>
<td></td>
<td>$</td>
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Total Combined Income $
### Applicant(s) Information

#### Applicant/Guarantor Information

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<thead>
<tr>
<th>Relationship to patient:</th>
<th>Marital Status (*):</th>
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<tbody>
<tr>
<td>[ ] Self</td>
<td>[ ] Spouse</td>
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*If Married, please include spouse information and income

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<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Middle Initial</th>
<th>U.S. Citizen</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date of Birth</th>
<th>Number of Dependents</th>
<th>Age of Dependents</th>
<th>Current Telephone Number</th>
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</thead>
</table>

<table>
<thead>
<tr>
<th>Street Address</th>
<th>City, Parish, State</th>
<th>ZIP</th>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Current Employer</th>
<th>City, Parish, State</th>
<th>Position</th>
</tr>
</thead>
</table>

If you are not working, how long have you been unemployed?

#### Co-applicant Information

<table>
<thead>
<tr>
<th>Relationship to patient:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Self</td>
<td>[ ] Spouse</td>
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</table>

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<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Middle Initial</th>
<th>U.S. Citizen</th>
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</thead>
</table>

<table>
<thead>
<tr>
<th>Date of Birth</th>
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<table>
<thead>
<tr>
<th>Current Employer</th>
<th>City, Parish, State</th>
<th>Position</th>
</tr>
</thead>
</table>

If you are not working, how long have you been unemployed?
Attestation

- I have complied with the **Ochsner Medical Cost Assistance Program** ("MCAP") screening process to determine if I may be eligible for alternate resources (COBRA, Social Security, Medicaid, and Victim of Crime).

- I understand that until I have complied with the MCAP eligibility process, or applicable application process, I will not be eligible for financial assistance.

- I understand that balances due to non-medically necessary services, such as purely elective or cosmetic services are not eligible for financial assistance, and I have not included any of those balances in this request.

- If I have included balances due to purely elective or cosmetic services, they will not be adjusted. If they are adjusted in error, they will be reinstated.

- If applicable, I have provided my most recent/current Insurance card with appropriate information to submit past, present, and future claims.

- I have provided all requested documentation from page 1 of this application. I attest that all information provided on this application, as well as all supporting documents are accurate and truthful to the best of my knowledge and ability.

---

**Printed Name**  
**Signature**

**Date of Application**  
**Phone/Contact**

**Address (Street Address, City, State, Zip)**

**Attachment(s)**

Ochsner  
Financial Assistance Program
No Income Verification / Statement of Support

(Aplicant) is applying for financial assistance with the Ochsner Health System. The applicant has stated they do not receive any monthly/yearly income. The applicant has listed you as their sole means of support.

To the best of my knowledge, the applicant has no income and I certify this to be true. I am either providing the applicant with food and shelter and/or providing the applicant with financial support as specified below ____________________________  ________________

(Relationship to the applicant-for example: Shelter, Mother, Father, Other)

I am providing:

- Food and Shelter  $_____________ Approximate monthly total
- Financial Support  $_____________ Approximate monthly total
- Other  $_____________ Approximate monthly total

______________________________  ______________________________
Printed Name (of supporter)  Signature (of supporter)

______________________________  ______________________________
Date  Phone/Contact

______________________________
Address (Street Address, City, State, Zip)

If you have any questions or concerns, you may contact the Patient Accounts Customer Service department by phone at 504-842-4190.

Ochsner Health System
Attn:
1514 Jefferson Hwy
New Orleans, LA 70121
## Attachment C Amounts Generally Billed Discounts Financial Assistance Policy

- **Policy Number**: OHS.REV.042
- **Date of Issue**: 07/2014, 10/2019
- **Review Dates**: 07/2014, 10/2019
- **Revision Dates**: 07/2014, 02/2016
- **Policy Owner(s)**: Patient Financial Services

### Facility

<table>
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<th>Facility</th>
<th>Calculated Discount Rate</th>
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<tr>
<td>Jeff Hwy, Baptist, &amp; Westbank</td>
<td>68%</td>
</tr>
<tr>
<td>Baton Rouge</td>
<td>70%</td>
</tr>
<tr>
<td>Hancock</td>
<td>66%</td>
</tr>
<tr>
<td>Kenner</td>
<td>74%</td>
</tr>
<tr>
<td>Northshore</td>
<td>78%</td>
</tr>
<tr>
<td>St. Anne</td>
<td>47%</td>
</tr>
<tr>
<td>St. Mary</td>
<td>84%</td>
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### Physician Charges

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<thead>
<tr>
<th>Physician Charges</th>
<th>Calculated Discount Rate</th>
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</thead>
<tbody>
<tr>
<td>Jeff Hwy, Baptist, &amp; Westbank</td>
<td>59%</td>
</tr>
<tr>
<td>Baton Rouge</td>
<td>59%</td>
</tr>
<tr>
<td>Hancock</td>
<td>63%</td>
</tr>
<tr>
<td>Kenner</td>
<td>59%</td>
</tr>
<tr>
<td>Northshore</td>
<td>59%</td>
</tr>
<tr>
<td>St. Anne</td>
<td>59%</td>
</tr>
</tbody>
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**Last updated, 01/2019**
OHS.REV.042 applies to the following hospital facilities and the associated provider based departments of each:

Ochsner Medical Center
Ochsner Baptist Medical Center
Ochsner Medical Center - Baton Rouge
Ochsner Medical Center- Hancock
Ochsner Medical Center - Kenner
Ochsner Medical Center - North Shore
Ochsner St. Anne General Hospital
Ochsner St. Mary
Ochsner Medical Center - West Bank