Financial Assistance

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) that are Medically Necessary and who meet certain eligibility criteria.

III. Definitions
B. Expected Payments- All claims allowed by insurers.
C. Family Income– Defined by the Census Bureau which includes (www.fhma.org) and includes all sources of income for all family members of the household (non-relatives, such as housemates, do not count).
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.
E. Financial Assistance–refers to healthcare services provided by Ochsner without charge or at a discount to qualifying patients.
F. Funded Payment Plans- occurs when the first payment to the bank has been made under a payment plan.
G. Gross Charges– Total charges at the organization’s full established rates for the provision of patient care services before deductions from revenue are applied.
H. 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.
I. Patient Portion- The amount the patient is financially responsible for after insurance has been applied to the bill for the services rendered.
J. Recoursed Payment Plans- is a plan in which the guarantor defaults on the payment plan.
K. Professional Services- services provided by a physician or clinical professional.
Financial Assistance

L. **Self Pay Discount**– Discount applied to amounts due from patients for uninsured services.

M. **Technical Services**– medical or technical equipment, supplies or services.

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

O. **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 to persons who have healthcare needs and are Uninsured, Underinsured, ineligible for a government program, or otherwise unable to pay, for Medically Necessary care based on available current financial information. Ochsner will provide, without discrimination, care of Emergency Medical Conditions to individuals regardless of their eligibility for Financial Assistance or for government assistance.

B. 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.

C. The granting of Financial Assistance will 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 by the patient’s Family Income, assets, and family size.

   2. The Financial Assistance discount for eligible services is based on a sliding scale of between two hundred and three hundred eighty percent (200 – 380%) of the FPL Guidelines for the current year, as follows:


Financial Assistance

<table>
<thead>
<tr>
<th>FPL</th>
<th>Financial Assistance Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>.00 - 200.00%</td>
<td>100%</td>
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<td>200.01 – 220.00%</td>
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<td>220.01 – 240.00%</td>
<td>80%</td>
</tr>
<tr>
<td>240.01 – 260.00%</td>
<td>70%</td>
</tr>
<tr>
<td>260.01 – 280.00%</td>
<td>60%</td>
</tr>
<tr>
<td>280.01 – 300.00%</td>
<td>50%</td>
</tr>
<tr>
<td>300.01 – 320.00%</td>
<td>40%</td>
</tr>
<tr>
<td>320.01 – 340.00%</td>
<td>30%</td>
</tr>
<tr>
<td>340.01 – 360.00%</td>
<td>20%</td>
</tr>
<tr>
<td>360.01 – 380.00%</td>
<td>10%</td>
</tr>
</tbody>
</table>

3. Patients whose Family Income exceeds 380% 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.

4. Modifications to previously administered discounts will be made if subsequent information indicates the information relied upon was inaccurate.

5. For exceptions, “Hardship” documentation may be required to qualify for Financial Assistance. Exceptions include, are not limited to:
   a. Expensive medications;
   b. Terminal illness; or
   c. Multiple hospitalizations.

B. Services Available Under this Policy

1. Financial Assistance is available for both Professional Services and Technical Services. Services that are covered under this policy include:
   a. Emergency medical services provided in an emergency room setting; and
   b. Medically Necessary services, evaluated on a case-by-case basis.

2. Pre paid, fixed price services are excluded from the Financial Assistance Policy.

3. Fees for Professional services rendered by the providers as listed on Attachment A are not covered by this Financial Assistance Policy.

C. Methods by Which Patients May Apply for Financial Assistance
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. A patient has 240 days from the date of the first post-discharge bill to apply for Financial Assistance resulting from a given encounter. Once Financial Assistance is approved, it will apply to all patient balances.
   a. If Financial Assistance is requested for an upcoming procedure, if approved, it will apply to all patient balances.

D. Amounts Charged to Patients

1. For patients who are Uninsured, the Financial Assistance discount is applied to gross charges for the eligible services after first deducting the uninsured discount on technical charges. The Uninsured 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. In no event are gross charges billed to a patient approved for Financial Assistance without a corresponding discount.

E. Presumptive Financial Assistance Eligibility

1. In addition to the formal Financial Assistance application process, patients may also be presumed to be eligible for Financial Assistance 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. A full or partial adjustment under presumptive Financial Assistance may apply to a patient whose Family Income is no higher than 380% of the FPL. Presumptive Financial Assistance adjustments are made on the remaining account balance after the self pay discount is applied on the technical Gross Charges.

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

4. Patients with residual or professional balances are considered for Financial Assistance if requested through Patient Financial Services or Patient Accounts Customer Service; however, they are not considered through the presumptive Financial Assistance process.

F. Billing and Collection Efforts

1. The Billing and Collections policy and translated copies can be obtained:
   a. online at http://www.ochsner.org/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.
Financial Assistance

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.
   
   B. In implementing this policy, Ochsner management and facilities shall comply with all other federal, state, and local laws, rules, and regulations that may apply to activities conducted pursuant to this policy.

VII. Internal References
   OHS.REV.044 Billing and Collections policy

VIII. External References

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

IX. Policy History
   OHS.REV.042 Financial Assistance (July 2014)

Remainder of page intentionally left blank, approval signatures and reviewers listed on next page
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
Review Dates 07/2014
Revision Dates 07/2014, 12/2015
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.

Alternative Foot Clinic
Anesthesiology Group
Associates in Plastic Surgery
Baton Rouge General Pennington Cancer Center
Baton Rouge General Physicians Denham Springs
Baton Rouge Neonatal Assoc/Infamedics
Baton Rouge Radiology Group
Bayou Diagnostic, LLC
CVT Surgical Center
Family Health of Louisiana
Footcare Surgery Center
Homedica
Joseph B. Boucree, Jr., M.D.
La. Orthopedic Institute
Louisiana Internal Medicine Associates
Louisiana Spine & Pain Institute
Louisiana Spine & Sports Medicine
Mary Bird Perkins Cancer Center
Mary Deland
Mastology Center and Breast Clinic
Mohs Surgery Specialist, LLC
Nephrology & Wellness
NeuroMedical Center
Ochsner Health Center - Bluebonnet
Ochsner Health Center - O’Neal
Optimal Health Out-Patient Clinic
Parris Cardiovascular Center
PEDIATRIC CARDIOLOGY ASSOC.
Pediatric Cardiology Associates
Peter Bostick, MD
Russell J. Saloom, MD
S.E. Louisiana Radiation Oncology
Shenandoah Medical Associates
Team Health
Team Health Southeast
The Pain Treatment Center of Baton Rouge
The Pediatric Eye Care Center, LLC
Vascular Specialty Center
Vascular Specialty Center, LLC
Virtual Radiologic
Virtual Radiologic Professionals, LLC

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Policy Owner(s)  Patient Financial Services

West Side Family Medicine
Woman’s Hospital
Wound Care Associates

Remainder of page intentionally left blank, remainder of providers continues on next page.
Ochsner Baptist and clinics

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

Advanced Plastic Surgery, Inc.
Anesthesia Consultants of the South
Audubon Fertility & Reproductive
Audubon Orthopedics & Sports Medicine
Botero Eye Clinic
Brandon M. Wool, MD
Bronx Plastic Surgery
Brown & Wise, LLC
Buras & Leboeuf
Caplan Eye Clinic
Cascio Sports Medicine
Center for Restorative Breast Surgery
Cherie Niles, MD, APMC
Christopher Leggio, DPM, A Professional Medical Corporation
Crescent City Headache and Neurology Center, LLC
Crescent City Ob/Gyn
Crescent City Orthopedics
Crescent City Physicians-General Surgery
David Hutchinson, Inc.
Donald C. Faust, MD
Dr. Robert H. Miles and Dr. Margaret M. Pelitere
Drs. Combs & Lutz, LLC
Drs. Louapre, Kokemor, Sarrat & Braedt, LLC
Drs. Worley, Tauzin & Magne
East Cooper Plastic Surgery
East Jefferson Internal Medicine
Eric Finley, MD LLC
Eye Care 20/20
Eye Surgery Center of Louisiana
Eyelid & Facial Consultants
Farnsworth Dermatology LLC
Fertility Institute of N.O.
Fisher Pediatric Clinic
Fleur de Lis
Garden District Podiatry
George Haik Eye Clinic
Greater N.O. Eye Physicians
Haik & Terrell, LLC
Hales Pediatrics
Harry Johnson III, MD
Heart Clinic of New Orleans

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Policy Owner(s): Patient Financial Services

Ilgenfritz, Worley & Tazuin
Internal Medicine Specialists
Jacobson & Ruhe
Jefferson Radiation Oncology, LLC
Juan Escobar, MD, LTD, APMC
Jules Turner, MD LLC
Keith Capone, MD
Khoobehi and Associates
Lake Vista Pediatrics
Lance Turkish MD, APC
Leon Shingledecker, DPMLGSPRLA, LLC
Leslie Parro-Gottsegen, DDS, LLC
Li Pediatrics, LLC
Lisa Germain, DDS, M.Sc.D.
Lousteau & Cecola
LSU Cardiology
LSU Cardiovascular Surgery
LSU General Surgery
LSU Nephrology
LSU Neurology
LSU Ophthalmology
LSU Orthopedics
LSU Plastic & Reconstructive Surgery
LSU Plastic Surgery
LSU Vascular Associates
M.D. Claiborne & Associates, LLC
Major Perfusion Services, LLC
Metropolitan Gastroenterology Associates
Michael F. Adinolfi MD APC
Michael Haydel, MD, Inc.
Michael Moses, MD, A Professional Medical Corporation
M'Liss Hogan, MD, LLC
Napoleonic Pediatrics
Nathan Fischman, MD LLC
Neil Baum, MD, A Professional Medical Corporation
New Orleans Center for Aesthetics & Plastic Surgery
New Orleans Head and Neck Center
New Orleans Podiatry Associates
Ochsner Medical Center - North Shore
Orleans Cardiology
Orthopedic Specialists of N.O.
Orthopedic Associates
Orthopedic Center for Sports Medicine
Pontchartrain Bone & Joint Clinic
Radiation Medicine Associates, LLC
Retina and Vitreous Specialists

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Policy Owner(s): Patient Financial Services

Rivas & Sharp
Robert J. Allen, MD APMC
Ronald Swartz, MD., LTD A Professional Medical Corporation
Rurary O'Connell, MD, Bariatric Surgeon
Scott Lanoux and Associates, LLC
Shaminder Gupta, MD, APMC
Shiva Akula, MD, Infectious Disease Medicine
Southern Aesthetics
Southern Orthopedic Specialists
Spinecare Medical Group
Srinivas Ganji, MD
St. Martin, Bhansali & Kjellgren
Staudinger & Walsh
Talaat Mohamed, MD Psychiatry and Psychoanalysis
Thaddeus R. Temple, MD
The Rheumatology Group, LLC
Thomas L. Ewing, MD A Professional Medical Corporation
Tri-Parish Pediatrics
Tulane Cardiology
Uptown Nephrology
Urology-Medical and Surgical (A Medical Corporation)
Virtual Radiologic
Virtual Radiologic Professionals, LLC
Westside Orthopedic Clinic
William La Corte, A Professional Medical Corporation
Woessner Medical

Remainder of page intentionally left blank, remainder of providers continues on next page.
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Policy Owner(s): Patient Financial Services

Ochsner Medical Center- Kenner and clinics

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

Advanced Neurodiagnostic Center
Baton Rouge Radiology Group
Canal Street Cardiology Associates
Caplan Eye Clinic
Children’s Hospital/Dept of Orthopedics
Clearview Internal Medicine
Community Care Psychiatric Hospital
Cypress Pediatrics, LLC
Daughters of Charity
DPMLGSPRLA, LLC
East Bank Gastroenterology, Inc.
Family Medicine & Acupuncture, LLC
First Medical Clinic, A PMC
Foot Health Center LLC
General Adult Geriatric, Addiction & Forensic Psychiatry
Gulf South Foot & Ankle
Hand Surgical Associates
Jefferson Radiation Oncology, LLC
Kenner Physician Associates
Kidney Consultants, LLC
LaPlace Laser & Dermatologic Surg. Ctr.
Li Pediatrics
LSU Cardiology
LSU Multi-Specialty Clinic at Kenner
LSU Neurology
LSU Neurology - Uptown Clinic
LSU Orthopedics - Uptown Clinic
LSU Plastic Surgery
LSU Rheumatology
LSUHSC Family Practice Center
LSUHSC/Dept of Anesthesia
LSUHSC/Dept of Cardiology
LSUHSC/Dept of Infectious Disease
LSUHSC/Dept of Neurology
LSUHSC/Dept of Orthopedic Surgery
LSUHSC/Dept of Plastic Surgery
LSUHSC/Dept of Pulmonary Medicine
LSUHSC/Dept of Surgery
LSUHSC/Dept. of Orthopedic Surgery
LSUHSC/Hospitalist’s Office
LSUHSC/Orthopedic Clinic

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LSUHSC/Section of Gastroenterology
LSUHSC/Section of Nephrology
Major Perfusion Services, LLC
Metropolitan Gastroenterology Associates
Metropolitan Gastroenterology Associates
Nephrology Associates
Neuroendocrine Clinic
Neurology Clinic
Neuromuscular Medical Associates, LLC
New Orleans Clinic for Voice
New Orleans Nephrology Associates
New Orleans Podiatry Associates
OMC-Kenner Anesthesia Department
OMC-Kenner Emergency Department
OMC-Kenner Radiology Department
OMC-Kenner Wound Care Center/Hyperbarics
OMCK-Obstetrics & Gynecology
Orleans Cardiology
Orthopedic Specialists
Quynh Mai Clinic
Radiology Associates, LLC
River Region Orthopedics
Riverside Surgical Associates
Robert M. DeBellevue, MD APMC
Rue De Sante Women`s Center
Schumacher Group
Southern Brain & Spine
Spectrum Neurology Center
St. James Surgical Specialists
Surgical Associates, LLC
The Carcinoid Clinic
The Children`s Clinic
The Schumacher Group, Inc.
Uptown Dermatology & Aesthetics
Virtual Radiologic Professionals, LLC
Vitreoretinal Institute
Vorhoff & Schabelman

Remainder of page intentionally left blank, remainder of providers continues on next page.
Feas for professional services rendered by the providers listed below are not covered by Ochsner's Financial Assistance Policy.

Hebert, A. Foster MD  
McDonald, Kate MD  
Donohue, Cary T. DPM  
Dabdoub, William H. DPM  
Watson, Steven J. DPM  
Donaldson, Edward DDS  
Donaldson, Jill M. DDS  
Smith, Tessa M. DDS  
Sones, Christopher L. FNP  
Bitar, Camille N. MD  
Muller, Robert J. MD  
Bethala, Vasantha K. MD  
Echenique, Victor M. MD  
Long, William J. MD  
Pernenkil, Ratnakar MD  
Pothineni, Koteswara R.MD  
Brown, Darrel L. CST  
Schuster, Sherry D. CST  
Rougelot, Amy G. PA-C  
Devraj, Timothy MD  
Blum, Craig A. MD  
Ordoyne, William K. Jr. MD  
Trahan, Christopher MD  
Duong, Hop MD  
Abou Turk, Chirine A. MD  
Braudt, Steven M. DO  
Dang, Lan T. MD  
Heiman, Jonathan N. MD  
Hernandez, Eduardo J. MD  
Jang, Jessica T. MD  
Jeansonne, Cornél J. MD  
Maraia, Jennifer H. MD  
Pouw, I. Victor V. MD  
Smith, Raelanda E. MD  
Francis, Michael C. MD  
Patterson, Fred D. MD  
Duthu, Angela S. MD  
Lagarde, Gina P. MD  
Seal, Douglas E. CCP  
Eddington, Jeanne F. MD  
Eddington, Robert A. MD
Neitzschman, Harold MD
Watson II, Hilary Stephen MD
Caire IV, Arthur A. MD
Casey, Michael D. MD
Henry, Miyoshi L. MD
Boudreaux, Benjamin J. MD
Thibodeaux, Crystal A. FNP
Sultan, Aqib MD
Vadiee, Abdoleza MD
Vigee, Darren M. DPM
Palo, Matti W. MD
Lawrence Jr., George E. MD
Oertling, Cherie G. MD
Oertling, Robert J. MD
Oubre, David N. MD
Rome, Alison M. MD
Angelo, John DO
Riser, James M. MD
Rowland, Sheryl L. MD
Waring, Phyllis D. MD
Serrant, Pedro A. MD
Hebert, Louis C. MD
Pena, Gerard F. MD
Hudson, Jerry L. MD
Swanton, Robert G. MD
Owens, Robert E. MD
Awaad, Mohammed I. MD
Rothfleisch, Richard MD
Dixit, Madhuri D. MD
Lasala, Gabriel P. MD
Aikawa, Taro MD
Awwad, Reem S. MD
Bulczak, Dariusz P. MD
Burkholz, Kimberly J. MD
Caldemeyer, Karen S. MD
Carlson, Jeffrey J. MD
Cavazos, Cristina M. MD
Cho, Parina G. MD
Crouch, John E. MD
Davae, Ketan C. MD
Davis, Mark C. MD
Davis, Steven W. MD
Delman, Tal B. MD
Diaz-Horsley, Jannell F. MD
Hughes Jr., Douglas E. MD
Jain, Shelly MD
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Policy Owner(s) Patient Financial Services

Lewis, John D. MD
Lovelace, Todd D. MD
Lowry, Patricia A. MD
Mahmood, Omar A. MD
Morley, Robert M. MD
Nguyen, Victoria A. MD
Parada-Orrego, Sandra MD
Philip, Shailendri E. MD
Postal, Eric S. MD
Robinette, Alison M. MD
Sonken, Ronald S. MD
Staib Jr, Neil E. MD
Strong, Benjamin W. MD
Toothman, Richard L. MD
Turner, James H. MD
Verma, Sumeet MD
Weems, Danielle M. MD
Zamora, Kathryn W. MD
Weiler, Jonathan E. MD

A. Foster Hebert, MD, APMC
Acadian Dermatology
Advanced Foot Care LLC
Associated Foot Surgeons - Slidell
Bippo's Place for Smiles
Bitar's Specialty Clinic
Camellia Women's Center
Cardiology Institute, Inc.
Cardiothoracic Surgery, PA
Center for Restorative Breast Surgery
Louisiana Heart Hospital Physicians Group - Orthopedics
Chalmette Medical Clinic LLC
Children's International Medical Group
Cross Gates Pediatrics
Department of Health & Hospitals - Office of Public Health
DSA Perfusion
Eddingtons, Slocum, Berault & Landry
Elite Orthopedic Specialists
EyeCare 20/20
First Assistant, LLC
Gastroenterology Group, AMC
Gregory L. Groglio, MD, APMC
Gulf Coast Pain Institute APMC
IMG Physicians, LLC
Innovative Medical Clinic
Kidney & Hypertension Associates
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Louisiana Heart Hospital Physicians Group - Primary Care
Louisiana Heart Hospital Physicians Group - Slidell Surgery
Louisiana Medical Center and Heart Hospital PCP, LLC
Medical & Surgical Eye Center
Michele Cooper, M.D., LLC
Nephrology & Wellness
Neuro Technology Institute
Northlake Cardiology
Northlake Eye Center
Northlake Hematology/Oncology Associates
Northlake Nephrology Institute
Northlake Urology
Northlake Women's Healthcare Group
Northshore Family Medical Center
Northshore Plastic Surgery
Ochsner Health Center - Orthopedic Slidell
Ochsner Medical Center - North Shore
Ochsner Medical Center - North Shore - Physical Medicine & Rehab
Paradigm Foot Care & Podiatric Surgery
Pearl Acres Pediatrics, LLC
Pontchartrain Hematology Oncology
Renal Physicians Group, LLC
Riser Medical Associates, PLLC
Rowland-Duffour Clinic
Serrant MD Medical Spa and Aesthetic Clinic
Slidell Ear Nose & Throat Associates
Slidell Memorial Hospital - Pathology
Slidell Memorial Hospital - Radiation Oncology
South Mississippi Heart and Vascular Institute, LLC
CompHealth
St. Tammany Community Health Center
Tchefuncte Cardiology Associates-Lakeview, LLC
Virtual Radiologic Professionals, LLC
Weiler Plastic Surgery

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Policy Owner(s) Patient Financial Services

Ochsner Medical Center-West Bank and clinics

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

Abbey Lewis-Gallien, MD
Ahmad M. Shanableh, MD, LLC, Inc
Alix Bouchette, MD
Andre G. Guette, MD
AUC - Algiers Urgent Care, LLC
Bethesda Medical Clinic, LLC
Charles Simonson, MD
Cherie Niles, MD
Children’s Hospital - Ped. Genetics
Children’s Medical Clinical
Cory Cashman, MD
Crescent Surgical Group, LLC - Gretna
Daniel A. Long, MD
Daniel Bouchette, MD
Daphne Glindmeyer, MD
Daughters of Charity Services
David A. Beary, MD
Deepthi Murthy, MD, APMC
Delta Medical Clinic
Donald L. Peterson, MD
EB Ross, Jr., MD and Stephen D. Goodwin, MD
Endocrinology & Diabetes Associates, LLC
Excelth Family Health Center - Algiers
Excelth Family Health Center - Gentilly
F&G Medical Clinic
Family Physicians Center
Fisher Pediatric Clinic
Foot and Ankle Center, LLC - George J. Smith, MD
Gretna Family Medical Clinic
Growing Up Children’s Clinic
Harvey Medcare
Heart Clinic of Louisiana - Marrero
Irwin, Kimble, Long & Pippin
Janice Glenn, MD
Jefferson Community Health Care Centers - Avondale
Jefferson Medical Clinic
Jefferson Neurobehavioral Group - Metairie
Jefferson Orthopaedics
Jefferson Pediatric Clinic
JenCare Neighborhood Medical Center - Metairie
<table>
<thead>
<tr>
<th>Attachment A Professional Services Not Covered by Financial Assistance Policy</th>
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<td>Revision Dates</td>
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<tr>
<td>Policy Owner(s)</td>
</tr>
</tbody>
</table>

- JenCare Neighborhood Medical Clinics
- Juan Escobar, MD, LTD, APMC
- Jules M. Turner, MD, LLC
- Khoobehi and Associates
- Klinger and Marshall, Dermatology, LLC
- Kundan L. Gupta, MD
- Lindsay R. York Fantaci, MD
- Linh Nguyen, DPM, Foot Clinic
- LSU - Dept Of Cardiology - Bolivar
- LSU - Dept of Cardiology - West Bank
- LSU - Dept. of Cardiology
- Metropolitan Gastroenterology Associates - Mailing
- Metropolitan Gastroenterology Associates - Metairie
- Metropolitan Gastroenterology Associates *
- Michael F. McSween, MD
- Michael G. Russo, MD
- Michael J. Helm, MD
- Michael P. Haydel, MD, Inc - Gretna
- Neonatal Medical Group
- New Orleans Headache & Neurology Clinic
- New Orleans Nephrology Assoc. - Marrero
- New Orleans Nephrology Assoc. - Metairie
- Ochsner Medical Center - West Bank - OB/GYN
- Ochsner West Bank - Urology
- Optima Eye Care, LLC
- Oral Surgery Services, LLC - Metairie
- Pain Management / Anesthesiology Group
- Paradigm Orthopedic Surgery and Sports Medicine
- Pediatric Clinic Westbank
- Pediatrics Kid-Med
- Premium Care Medical Center, LLC
- Primary Care Plus
- Pulmonary Medicine Associates
- Shaminder M. Gupta, MD, APMC
- Shaunda P. Jones, MD
- Shiva K. Akula, MD
- Southern Pain and Anesthesia
- Southern Surgical Specialists, LLC
- Spine Care Medical Group
- Staudinger & Walsh
- The Clinic for Total Feminine Care
- The Labadie Group
- Tilak K. Mallik, MD, FACE, LLC
- Tillery Family Practice Clinic
- Tulane Multi Specialty Clinic
- Virtual Radiologic Professionals, LLC

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Last updated, 09/17/2015
Attachment A Professional Services Not Covered by Financial Assistance Policy

Policy Number       OHS.REV.042
Date of Issue       07/2014
Review Dates        07/2014
Revision Dates      07/2014, 12/2015
Policy Owner(s)      Patient Financial Services

West Bank Plastic Surgery, LLC
West Bank Urgent Care
Westbank Medical & Walk-In Clinic
Westcare Medical Center
Westside Clinic - Marrero
Westside Dermatology Assoc., Inc.
Westside Eye Clinic
Women's Medical Center

Remainder of page intentionally left blank, remainder of providers continues on next page.
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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</thead>
<tbody>
<tr>
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<td>07/2014</td>
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<tr>
<td>Review Dates</td>
<td>07/2014</td>
</tr>
<tr>
<td>Revision Dates</td>
<td>07/2014, 12/2015</td>
</tr>
<tr>
<td>Policy Owner(s)</td>
<td>Patient Financial Services</td>
</tr>
</tbody>
</table>

Ochsner St Anne and clinics

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

Anesthesiology Group
Bayou Oncology
Cancer Care Specialist
Cardiovascular Institute of the South
Cardiovascular Institute of South Thibodaux
Cardiovascular Institute of the South
Cardiovascular Institute of the South, APMC
Charles J. Monier, Jr., MD, LLC
Chiasson Eye Care
Children’s Clinic of Thibodaux
Children’s Clinic
CIS-Raceland
Correct Care Inc
Eyecare Associates
Grafton Dermatology and Cosmetic Surgery
Houma Orthopedic Clinic
Lafourche Podiatry
Leonard J. Chabert
LocumTenens.com
Nephrology Associates
Orthopedic Sports Specialists of Louisiana, LLC
Patrick Hagen ENT and Sinus Clinic
Pro Path
Ralph J. Bourgeois, MD
Richard DeMoss, MD, LLC
Schumacher Group
Southern ENT
Southern ENT Associates, Inc.
Stephen B. Morris, MD/Orthopedic Associates
Telemedx
TherEX
TherEx onsite Rehab Services
Thibodaux Orthopedics and Sport Medicine Clinic
Thibodaux Surgical Specialists
Thibodaux Urgent Care
Virtual Radiologic
Virtual Radiologic Professionals, LLC
Wound Care Specialists
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.

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

#### Applicant/Guarantor Information

<table>
<thead>
<tr>
<th>Relationship to patient:</th>
<th>Marital Status (*):</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Self</td>
<td>[ ] Spouse</td>
</tr>
</tbody>
</table>

*If Married, please include spouse information and income*

[ ] Yes [ ] No

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

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

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

Current Employer | City, Parish, State | Position

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

#### Co-applicant Information

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

[ ] Yes [ ] No

<table>
<thead>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

Current Employer | City, Parish, State | Position

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

________________________ (Applicant) 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 Uninsured Discounts
Financial Assistance Policy

<table>
<thead>
<tr>
<th>Facility</th>
<th>Calculated Self Pay Discount Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jeff Hwy, Baptist, &amp; Westbank</td>
<td>67.54%</td>
</tr>
<tr>
<td>Baton Rouge</td>
<td>69.72%</td>
</tr>
<tr>
<td>Kenner</td>
<td>73.68%</td>
</tr>
<tr>
<td>Northshore</td>
<td>80.45%</td>
</tr>
<tr>
<td>St. Anne</td>
<td>42.79%</td>
</tr>
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</table>

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