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Owner Jarrett Wager:
Business Office
Manager
Policy Area Patient Accounts

Charity Care Policy

PURPOSE

Johnson Memorial Health Services is committed to providing excellent health care to the entire community. We recognize that not all patients have adequate financial resources to pay for necessary health care. We want all of our patients to receive the necessary care they need regardless of their ability to pay at the time of treatment. Consequently, we will provide charity services to eligible patients who are uninsured, under-insured, ineligible for government programs, or otherwise unable to pay.

POLICY

This policy is to define and evaluate patient accounts to determine the level of charity care that will be given.

PROCEDURE

1. Charity Determination

- a. Requests for charity discounts may originate from the patient, a family member, or an associate of the family, a member of the health system medical staff, the hospital Social Service Department, members of the health system's managerial staff, nursing personnel or patient accounts personnel. All other alternate programs and services within the community intended to assist individuals in need must be aggressively researched.

Requests for charitable services may be at the following times:

- During pre-admission screening procedures
- At registration for patient services
- When and if it is determined that the patient's anticipated insurance coverage is not effective or adequate

A response to a request for charity discount service will be provided within 30 days of a complete application filing.

The CFO and or the Business Office Manager will review and approve or deny all charity care discounts according to the health system's charitable discount guidelines.

a. Evaluation Process

- Individuals potentially eligible need to complete application for charitable services. (See Charity Care Application)
- The Federal Poverty Income Guidelines provide the initial framework to determine the individual's ability to pay. (Based on the U.S. Department of Health & Human Service's Federal Poverty Income Guidelines)
- Individuals with income equal to or less than the Federal Poverty Income Guidelines, must be evaluated to see if the patient first qualifies for assistance from any federal, state, or local county program such as: Medical Assistance.
- A reasonable payment schedule over a one or two year period should be determined during the interview process considering available resources. The portion that will be written off should then be classified as "charity discount".
- Individuals within two (2) times the Federal Poverty Income Guidelines

Income Guidelines may also have some medical insurance coverage. The patient deductible and non-covered services may be large enough that the individual is incapable of paying the amount off over a one or two year time period considering available resources. Therefore, this unpayable amount by the patient may be classified as "charity discount".

a. Patients are not eligible for charity discounts when:

- The patient or family refuses to provide information needed by the health system to make an income determination.

a. Confidentiality of Information

Confidentiality of information and individual dignity shall be maintained for anyone seeking a charitable discount.

b. Non-discrimination

Charitable discounts will be based solely on an individual's inability to pay and will not be abridged on the basis of age, sex, race, religion or national origin.

- c. A summary of the patient's situation and a copy of the completed financial statement are referred to the Business Office Manager. After approval, a percentage or the balance is written off to Charity Care. A letter then is sent to the patient stating amount being adjusted. The patient will sign the letter and return it for our file.

d. Documentation

All offerings of Charity Care and/or any other alternative programs will be documented in the patient's account note screens.

Attachments

[Charity Care Application 2025.pdf](#)

Approval Signatures

Step Description	Approver	Date
	Crystal Bothun: Chief Financial Officer	05/2026
	Jarrett Wager: Business Office Manager	02/2026
	Jarrett Wager: Business Office Manager	02/2026

