



Medina Surgery Center

Patient Access

Underinsured Patients-Patient Financial Advisor Role

Purpose:

To provide financial assistance to patients who are underinsured

Scope:

Financial Counseling will be available for all patients who are underinsured

Definitions:

- Underinsured patients-Patients who when presented with their Patient Estimate of Financial Responsibility verbalize their inability to pay all or a portion of what they owe.
- Financial Advisor-A Medina Ambulatory Surgery Center (ASC) Business Office Employee will assist the patient and their families in accessing external financial resources and determine if they qualify for Medina ASC financial assistance.

Policy:

The Patient Financial Advisor will verify insurance benefits of all patients within 1-3 business days after scheduling the surgery. Patient Financial Advisor will assist patients identified as underinsured or uninsured with completing a Financial Assistance application.

Procedure:

- Within 1-3 business days after scheduling the surgery the Financial Advisor will verify benefits.
- For those patients identified as self-pay they will be provided a Financial Assistance Application as well as the Medicaid enrollment application, as applicable. The Financial Advocate can help the patient complete the Financial Assistance Form.
- For those patients identified as underinsured, Patient Financial Advisor will assist the patient with completing a Financial Assistance application or mail them the application. If they have questions regarding the application they can call (330) 952-0014.
- The completed Financial Assistance application and any supporting documents will be reviewed and approved by the Billing and Office Supervisor or the ASC Manager, following the Patient Accounting Services, Patient Financial Assistance Program.

Responsibilities and Authorities

Office Manager