	The Johns Hopkins Health System PFS Policies and Procedures Manual	<i>Policy Number</i>	CUS006
	<i>Subject</i>	<i>Effective Date</i>	10/1/06
	HCGH Employee Discount Requests	<i>Page</i>	1 of 2
		<i>Revised</i>	1/6/09

POLICY

This procedure pertains to JHHS Howard County General Hospital (HCGH) patients only.

PURPOSE

To clarify the handling of HCGH employee-discount requests for Customer Service Representatives in the Patient Financial Services (PFS) Department.


PROCEDURE

The Customer Service Representative:

1. Receives an inquiry/request to discount **an employee** balance for HCGH.
 - a. Validate that the employee is an HCGH employee in the Meditech system. (The employee can be found in B/AR under patient identification—employer name: HCGH.)
 - b. If the patient is not listed in Meditech as an employee, contact HCGH Human Resources to confirm: (410) 740-7851.
 - c. Write up a **discount request form**, using the correct transaction code. (The Employee Discount Code is **CPSP** for the discount amount of 20% of patient liability.)
 - d. Submit the form for processing and document the account.
2. Receives an inquiry/request to discount the balance **for the spouse or dependent child** of an HCGH employee.

Note: For the purpose of this Policy, “dependent child” means an unmarried child under the age of 19 or an unmarried child 25 years of age or younger attending school on a full-time basis. In either case, the child must depend on the HCGH employee for financial support.

- a. Validate insurance information (EHP numbers for spouse/child should be the same as the employee’s but followed by “02” etc.)
- b. If the spouse or child is not insured through HCGH, validate the relationship to the HCGH employee and where the employee works (name of department) in the notes to the account.
- c. Write up a **discount request form**, using the correct transaction code (Employee Discount Code is **CPSP** for the discount amount of 20% of patient liability.)
- d. Submit the form for processing and document the account.

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3. Receives inquiry/request for discount for **other family members** or for **HCGH physicians and/or members of physicians' families**.

a. Family members other than spouse and dependent children are **not** eligible for an employee discount. (The Customer Service Representative should explain this to the employee who makes the inquiry/request.)

b. Physicians or members of physicians' families who request a discount should be referred to the HCGH Office of the CFO: (410) 740-7730.

SPONSOR

CFO, Howard County General Hospital
 Director, Revenue Cycle, Howard County General Hospital

REVIEW CYCLE

Three (3) years

APPROVAL



 Senior Director, JHHS

2/16/09

 Date