 JOHNS HOPKINS MEDICINE JOHNS HOPKINS HEALTH SYSTEM	The Johns Hopkins Health System Policy & Procedure	<i>Policy Number</i>	FIN054
	<i>Subject</i>	<i>Effective Date</i>	05-11-09
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POLICY

This policy applies to The Johns Hopkins Health System Corporation (JHHS) and the following affiliated entities: The Johns Hopkins Hospital (JHH), Johns Hopkins Bayview Medical Center, Inc. (JHBMC), Johns Hopkins Community Physicians (JHCP), and Howard County General Hospital (HCGH).

Purpose

To establish guidelines and procedures for assisting patients with issues regarding eligibility and applications for special entitlement programs, as a means of meeting their financial obligations to JHHS or its affiliates.

Each JHHS affiliate will provide patients with assistance in determining eligibility for and making application to a variety of special entitlement programs that provide financial assistance both toward payment of medical bills and general expenses. The Finance Department, in conjunction with the Social Services Department, will interview patients to determine potential eligibility for Maryland Medical Assistance as well as other special programs, including but not limited to: Kidney Disease program, out-of-state Medicaid, special Health Services Cost Review Commission (HSCRC)-sponsored cancer screening and treatment programs, and Maryland Children's Health Services.

Since consideration for the JHHS Financial Assistance Program requires that an application be submitted to and rejected by the Medical Assistance Program before JHHS charity funds can be used, each hospital-based affiliate will provide funding for onsite Income Maintenance Technicians to process and approve Medical Assistance applications submitted by patients. To facilitate this process, a signed limited power of attorney may be obtained from each patient who is applying for either Maryland Medical Assistance or an out-of-state Medicaid program. Hospital-based staff will also assist any patients who continue to require additional help in complying with the documentation requirements of the State's program once these patients have concluded their treatment at the JHHS facility.

REFERENCES

JHHS Finance Policies and Procedures Manual

Policy No. FIN034 - JHHS Financial Assistance Program

Policy No. FIN044 - Inpatient Admission & Financial Responsibility

RESPONSIBILITIES


Financial Counselor/Patient
 Financial Services Representative
 (or affiliate equivalent)

Screen patient to determine eligibility for entitlement programs.

Contact Social Services Department for assistance in obtaining necessary information from patient and/or family as appropriate.

Determine the best program to meet patient's needs and assist patient in completing necessary applications

- a. For Maryland residents, obtain application for Maryland Medical Assistance and schedule appointment with on-site Eligibility Technician, as appropriate.

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- b. Require eligible out-of-state patients to apply with the applicable state's Medicaid program.
- c. Assist or direct patient in applying for other suitable entitlement programs.

Social Services Department
 Personnel (or affiliate equivalent)

Provide required documentation to applicable programs regarding medical bills.

Document relevant financial information in patient's records.

On-site Medical Assistance/
 Medicaid Eligibility Technician (or
 affiliate equivalent)

Assist Patient Financial Services personnel in obtaining necessary patient financial information as required.

Receive and evaluate application for Maryland Medical Assistance and notify patient and provider of outcome; complete all required documentation of approved cases.


SPONSOR

Senior Director, Patient Finance (JHH, JHHS, JHBMC)
 Senior Director of Finance (JHCP)
 Director of Revenue Cycle (HCGH)

REVIEW CYCLE

Three (3) years


APPROVAL


 Vice President of Finance/CFO and Treasurer, JHHS

5-15-09
 Date

PROCEDURES

- 1. Financial Counselor/Patient Financial Services (or affiliate equivalent)
 - a. Screen patient for need for various entitlement programs. Contact Department of Social Services for assistance in obtaining necessary information from patient and/or family as appropriate.
 - b. Determine which program best addresses the patient's situation. Currently available programs include but are not limited to:
 - 1) Maryland Medical Assistance

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- 2) Kidney Disease Program
 - 3) HSCRC Cancer Screening and Treatment Program
 - 4) Maryland Children's Health Service
- c. Assist patient as necessary in the completion of application to Maryland Medical Assistance Program. Require patient who may be eligible for out-of-state Medicaid programs to apply to the applicable state for benefits.
 - d. For Maryland residents applying for Maryland Medical Assistance, set up an interview for the patient with onsite Eligibility Technician to review completed application.
 - e. Provide required documentation (e.g., treatment plans, staging forms, medical records, discharge summaries, etc.), to applicable programs.
 - f. Refer patient as necessary to appropriate department for applications to other special programs and follow up with program concerning status of application. Act as liaison between patient and program to ensure completion of application process.
 - g. Document relevant financial information in patient's records.
 - h. Consider utilizing outside collection agent for any patient who is uncooperative or non-compliant with the application process.
2. Social Services Department Personnel (or affiliate equivalent)
 - a. As required, provide assistance to Patient Financial Services Department personnel in obtaining required information from patient and/or family and determining suitable entitlement programs.
 3. Onsite Medicaid Eligibility Technician/Financial Counselor (or affiliate equivalent)
 - a. Conduct face-to-face interviews with Maryland residents applying for Medical Assistance.
 - b. Evaluate application to determine if Federal guidelines for granting assistance are met.
 - c. Notify the patient and the provider regarding the outcome of the eligibility process.
 - d. Enter the Medicaid recipient number and eligibility dates for approved applications into the State's computer records.