

West Penn Allegheny Health System
Charity Care Under the Account Assistance Program

- The **WPAHS Charity Care Program exists to provide partially or fully uncompensated medical services** to patients **in financial ‘need.’** Charity Care is offered to patients who **demonstrate**, through completion of an Account Assistance Application, **an inability to pay** and not, an **unwillingness to pay.**
 - ❑ Patients who may be eligible for Medical Assistance, or other insurance coverage, e.g., Adult Basic, are expected to enroll and are assisted with the application process. Patients should exhaust all insurance coverage opportunities prior to applying for Charity Care.
 - ❑ **Applicable to WPAHS facilities and employed physician corporations.**
 - ❑ Available through **completion and timely submission of the Account Assistance Application** including required supporting documentation to **validate income, asset and medical indigence.**
 - ❖ Patient/Family **cooperation is required** during the application submission and review process.
 - ❖ **Application renewal** may be required on services rendered outside of application periods (**generally 90 day coverage period.**)
 - ❑ Available to citizens of the United States of America with some provisions for international patients who might otherwise qualify for state coverage.
 - ❑ Applicable **generally on urgent and emergent medical services.**
 - ❖ Cosmetic, office type dental and other services where separate established payment guidelines and balances exist, may not be applicable.
 - ❑ Application review process is standardized, and involves management oversight.

- The provision of Charity Care is considered on hospital and employed physician accounts to **those patients whose income/assets and/or medical indigence** (or a combination of) **meet the criteria set forth by WPAHS Charity Care guidelines.**

- Charity Care adjustments apply to **patient liability amounts only** and may be a result of, but, not limited to
 - ❑ Uninsured, underinsured, and patients not eligible for Medical Assistance benefits;
 - ❑ Balance after insurance where out of pocket expense is \$1,000 or greater;
 - ❑ Medical debt incurred within the system qualifies the patient under medical indigence;
 - ❖ Excessive medications, terminal illness and/or multiple hospitalizations.
 - ❑ Estate exhaustion/insolvency; and,
 - ❑ Homelessness status.

- **Full or 100% Charity Care adjustments** are available to patients **whose household income falls at or below 200% of the Federal Poverty Guidelines**, regardless of insurance coverage and meet asset review.

ALLOWABLE INCOME LIMIT -200%	
Household Size	Income
1	\$21,660
2	\$29,140
3	\$36,620
4	\$44,100
5	\$51,580
6	\$59,060
7	\$66,540
8	\$74,020
9	\$81,500
10	\$88,980

- Patients with household incomes below 100% Federal Poverty Guidelines are assisted and encouraged to apply for Medical Assistance benefits.
- **Partial (70% and greater) Charity Care adjustments** are available to patients whose household income falls between 200-400% of the Federal Poverty Guidelines. Some restrictions related to insurance status and balance may be applicable as well as asset review.

ALLOWABLE INCOME LIMIT - 400%	
Household Size	Income
1	\$43,320
2	\$58,280
3	\$73,240
4	\$88,200
5	\$103,160
6	\$118,120
7	\$133,080
8	\$148,040
9	\$163,000
10	\$177,960

- **Case by case review based on asset to debt ratios may be considered** for either partial or full (100%) charity care adjustment.
- Patients who are interested in speaking with Customer Service Representatives regarding their account balances or, who may have further questions regarding West Penn Allegheny Health System's Account Assistance Program should contact the following:
 - ❑ **Allegheny General and Suburban Campus and West Penn and Forbes Campus Hospitals:**
 Customer Service Department: **1-800-547-0540**
 Days and Hours of Operation: Monday thru Friday, 8:30am to 4:30pm
 - ❑ **Alle-Kiski Medical Center**
 Customer Service Department: **724-226-7054**
 Days and Hours of Operation: Monday thru Thursday, 6am to 4pm
 Friday, 6am to 2pm
 - ❑ **Canonsburg General Hospital**
 Customer Service Department: **724-746-6311**
 Days and Hours of Operation: Monday thru Friday, 8:30am to 4pm