

Roosevelt Warm Springs

FINANCIAL INFORMATION

Thank you for choosing the Roosevelt Warm Springs Rehabilitation Hospital and Long Term Care Hospital as members of your healthcare provider team. We are committed to providing the highest quality healthcare at the most reasonable cost.

This information is a summary of our financial policies regarding client services. It will help answer any questions you may have regarding your financial responsibility for services rendered at our facilities. This information is subject to change without notice. We solicit your questions and comments at any time you are uncertain or concerned about financial matters in connection with your care. Please refer to the direct telephone lines.

Roosevelt Warm Springs will accept payment by way of cash and check and major credit card. Our Billing/Collection Office is open 8 a.m. until 5 p.m., Monday through Friday.

When you come to Roosevelt Warm Springs to receive inpatient or outpatient services, our Admissions staff will ask you several questions concerning your insurance coverage and payment choices. It is of critical importance that we have accurate information concerning your insurance coverage. If any subsequent changes occur in your insurance that will affect your coverage, our Billing/Collection Office should be notified as soon as possible.

COMMERCIAL INSURANCE

Roosevelt Warm Springs accepts commercial insurance assignment and will file assigned claims with your insurance carrier(s). Your insurance coverage will be verified and, for inpatient services, it must provide a minimum of 75 percent coverage of your anticipated services. For outpatient services, payment of co-payment and/or deductible is expected at the time services are received. Filing the claim with your insurance carrier(s) is done as a courtesy to you and does not constitute agreement by Roosevelt Warm Springs to accept your insurance as full payment for services. Once your insurance has paid their portion, applied the amount to your deductible or denied all or part of your bill due to policy limitations, a statement will be sent to you indicating any remaining balance you are responsible to pay. Payment for all services is expected within 30 days from the first statement date unless arrangements are made for an extended payment plan. Not adhering to Roosevelt Warm Springs financial policies may result in the requirement that outstanding balances be paid before any further services can be received. Should the combined payments from patient and insurance result in a credit balance, the account credit balance will be refunded to the appropriate party.

PRIVATE PAY INPATIENTS - IRF

Patients being admitted to the Roosevelt Warm Springs Rehabilitation Hospital who have little or no insurance coverage and who intend to pay for most or all of their services themselves will be required to pay a deposit at the time of admission. Patients will be given an opportunity to apply for uncompensated services before a deposit is required. A \$5,775.00 deposit is required if you have no insurance coverage. A \$4,331.00 deposit (75% of \$5,775.00) is required if patient has verified insurance coverage of 25 percent to 49 percent. A \$1,444.00 deposit (25% of \$5,775.00) is required if patient has verified insurance coverage of 50 percent to 74 percent. Should the patient deposit and insurance payments, if any, result in a credit balance, the account credit balance will be refunded to you. Otherwise, payment for all services is expected within thirty days from the first statement date unless arrangements are made for an extended payment plan. Not adhering to Roosevelt Warm Springs financial policies may result in the requirement that outstanding balances be paid before any further services can be received.

PRIVATE PAY INPATIENTS – LTAC

Patients being admitted to the Roosevelt Warm Springs Long Term Acute Care Hospital who have little or no insurance coverage and who intend to pay for most or all of their services themselves will be required to pay a deposit at the time of admission. Patients will be given an opportunity to apply for uncompensated services before a deposit is required. A \$13,930.00 deposit is required if you have no insurance coverage. A \$10,448.00 deposit (75% of \$13,930.00) is required if patient has verified insurance coverage of 25 percent to 49 percent. A \$3,483.00 deposit (25% of \$13,930.00) is required if patient has verified insurance coverage of 50 percent to 74 percent. Should the patient deposit and insurance payments, if any, result in a credit balance, the account credit balance will be refunded to you. Otherwise, payment for all services is expected within thirty days from the first statement date unless arrangements are made for an extended payment plan. Not adhering to Roosevelt Warm Springs financial policies may result in the requirement that outstanding balances be paid before any further services can be received.

PRIVATE PAY OUTPATIENTS

Payment is expected at the time services are received. You will be sent a statement indicating any remaining amount you are responsible to pay for the outpatient services you received. Payment for all services is expected within 30 days from the first statement date unless arrangements are made for an extended payment plan. Not adhering to Roosevelt Warm Springs financial policies may result in the requirement that outstanding balances be paid before any further services can be received.

MEDICARE PATIENTS

Roosevelt Warm Springs accepts assignment on all covered Medicare charges. Upon payment of the allowable charges by the Medicare intermediary and carrier, Medicare patients will be responsible for the remaining balances and non-covered charges.

MEDICAID PATIENTS

Medicaid patients must show proof of current Georgia Medicaid eligibility (Medicaid swipe card). Medicaid patients will be responsible for non-covered services and/or for required co-payment. The Roosevelt Warm Springs Long Term Acute Care Hospital cannot admit patients with Medicaid as their primary funding source.

MEDICARE-MEDICAID PATIENTS

This category of patients will be responsible for Medicare and Medicaid non-covered services and/or for the required Medicaid co-payment.

WORKER'S COMPENSATION

Validated Worker's Compensation services are billed either to the employer or the employer's Worker's Compensation carrier, depending on company policy. In the absence of validation by the employer of a work-related injury, the patient will be held responsible for payment of services rendered. Should a validated Worker's Compensation service subsequently be denied by the employer or the Worker's Compensation carrier, such charges will be the financial responsibility of the patient.

INDIGENT/CHARITY CARE

Roosevelt Warm Springs provides financial assistance for medical inpatient services to qualified patients and students who have met the organization's criteria for indigence and/or charity.

Given that all pre-admission criteria have been met for medical inpatient services, a legal state of Georgia resident may apply for assistance by requesting and completing an Application for Uncompensated Services. This application may be obtained by contacting the Admissions Office.

Inpatients will be given an opportunity to apply for uncompensated services before a deposit is required.

In the Roosevelt Warm Springs Rehabilitation Hospital, all persons approved for uncompensated services for inpatient care who have not formally applied for Georgia Medicaid before they are admitted must apply after admission. Those persons whose

Medicaid is ultimately denied will receive uncompensated services as an indigent or charity under the Roosevelt Warm Springs indigent/charity policies and procedures.

In the Roosevelt Warm Springs Long Term Acute Care Facility, application for uncompensated services is only allowed to be made as a funding source for secondary, tertiary, or balance charges. Application for uncompensated services is not allowed to be made as a funding source for primary charges.

Roosevelt Warm Springs does not provide uncompensated services for outpatient services, contract physician charges, or outpatient Durable Medical Equipment, Orthotics or Prosthetics.

If you would like to receive this information in an alternative format such as our medical brochure, annual report or other printed materials, please call 706-655-5666.

The Georgia Department of Labor's Rehabilitation Services administers and conducts all programs and activities in accordance with the U.S. Civil Rights Act, which provides that no person shall, on grounds of race, color, sex, religion, age, disability, national origin, or political affiliation be excluded from the benefits or be subject to discrimination under any program or activity.

The Joint Commission on Accreditation of Healthcare Organizations and the Commission on Accreditation of Rehabilitation Facilities accredit Roosevelt Warm Springs.

To reach physicians' offices, various patient-related ancillary departments and business offices, please feel free to call the main switchboard at 706-655-5000.