UPMC PINNACLE POLICY AND PROCEDURE MANUAL

POLICY: C-667 INDEX: Finance

SUBJECT: Charity Care and Financial Assistance Policy

DATE: September 1, 2023

I. POLICY

UPMC Central Pa (Pinnacle) is committed to providing financial assistance to people who have health care needs and are uninsured, underinsured, ineligible for a government program, do not qualify for governmental assistance (for example Medicare or Medicaid), or who are approved for Medicaid but the specific medically necessary service is considered non-covered by Medical Assistance, or otherwise unable to pay for medically necessary care. UPMC Central Pa strives to ensure that the financial capacity of people who need health care services does not prevent them from seeking or receiving care.

In order for UPMC Central Pa to responsibly manage its resources and provide the appropriate level of assistance to the greatest number of persons in need, patients are expected to contribute to their cost of care based on their individual ability to pay.

Patients applying for financial assistance are also expected to cooperate with UPMC's procedures for obtaining financial assistance or other forms of payment, those with the financial capacity to purchase health insurance will be encouraged to do so.

In accordance with Federal Emergency Medical Treatment and Labor Act (EMTALA) regulations, no patients shall be screened for financial assistance or payment information prior to the rendering of a medical screening examination and to the extent necessary, services needed to treat the patient or stabilize them for transfer as applicable. The granting of financial assistance will not take into account age, gender, race, social or immigration status, sexual orientation, gender identity or religious affiliation.

II. PURPOSE

The purpose of this policy is to address the various types and levels of financial assistance eligibility requirements, services that are included and excluded, and the process for securing financial assistance.

III. SCOPE

This policy applies to all UPMC Central Pa (Pinnacle) hospitals and physician providers. (See attachments - Facility & Provider Listings).

This policy applies to the following UPMC Pinnacle hospital facilities:

☑ UPMC Pinnacle Hospitals (UPMC Harrisburg, UPMC Community Osteopathic, and UPMC West Shore)

□ UPMC Carlisle □	
□ UPMC Memorial	
□ UPMC Lititz	
□ UPMC Hanover	
□ UPMC Central Pa owned or controlled	entities

Provider-based Ambulatory Surgery Centers:	Free-Standing Ambulatory Surgery Facilities:
☑ UPMC Surgery Center – Carlisle	☐ Hanover Surgicenter
☑ UPMC Pinnacle Procedure Center	□ UPMC Leader Surgery Center
□ UPMC Community Surgery Center	□ UPMC Specialty Care York Endoscopy
	☐ West Shore Surgery Center (JV)

IV. <u>DEFINITIONS</u>

For the purpose of this policy, the terms below are defined as follows:

<u>Emergency Care or Emergency Treatment</u>: The care or treatment for emergency medical conditions as defined by EMTALA (Emergency Medical Treatment and Active Labor Act.)

<u>Financial Assistance</u>: Financial assistance is the provision of healthcare services free of charge or at a discount to individuals who meet the established criteria.

<u>Family</u>: As defined by the U.S. Census Bureau, a group of two or more people who reside together and who are related by birth, adoption, marriage, same-sex marriage, unmarried or domestic partners.

<u>Uninsured</u>: The patient has no level of insurance (either private or governmental) or other potential assistance options, such as Victims of Violent Crimes, Auto Insurance, 3rd Party Liability, etc. to assist with meeting his/her payment obligations for health care services received from UPMC Central Pa.

<u>Underinsured</u>: The patient has some level of insurance (either private or governmental) or other potential assistance options, such as Victims of Violent Crimes, Auto Insurance, 3rd Party Liability, etc. but still has out-of-pocket expenses that exceed his/her financial ability to pay for health care services at UPMC Central Pa.

<u>Income/Family Income</u>: Income/Family Income is determined by calculating the following sources of income for all qualifying household members.

- Wages, salaries, tips
- Business income
- Social Security income
- Pension or Retirements Income
- Dividends and Interest
- Rent and Royalties
- Unemployment compensation
- Workers' compensation income
- Alimony and child support

- Legal judgements
- Cash, bank accounts and money market accounts
- Matured certificates of deposit, mutual funds, bonds or other easily convertible investments that can be cashed without penalty
- Support letters
- Other Income, such as income from trust finds, charitable foundations, etc.

<u>Items that are not considered in determining income include:</u>

- Primary Residence
- Retirement Funds
- Primary Vehicle

<u>Indigence</u>: Income falls below 300% of the Federal Poverty Guidelines.

<u>Discounted Care</u>: Uninsured; this includes those patients with insurance benefits that have become exhausted and income falls between 301% and 400% of the Federal Poverty Guidelines.

<u>Financial or Medical Hardship</u>: Financial assistance that is provided as a discount to eligible patients with annualized family income in excess of 300% of the Federal Poverty Guidelines and the out of pocket expense or patient liability resulting from medical services provided by UPMC Central Pa exceeds 15% of family income.

<u>Federal Poverty Guidelines</u>: Federal Poverty Guidelines are updated annually in the Federal Register by the United States Department of Health and Human Services under authority of subsection (2) of Section 9902 of Title 42 of the United States Code. Current Federal Poverty Guidelines can be referenced at http://aspe.hhs.gov/poverty-guidelines.

<u>Presumptive Charity Care</u>: The use of external publicly available data sources that provide information on a patient's ability to pay.

V. ELIGIBILITY

A. Services Eligible under this Policy. Financial assistance is available for eligible individuals who seek or obtain emergency and other medically necessary care from UPMC Central Pa Providers. This Financial Assistance Policy (FAP) covers medically necessary care as defined by the Commonwealth of Pennsylvania. The Commonwealth of Pennsylvania 55 Pa Code § 1101.21a defines medical necessity as:

A service, item, procedure or level of care that is necessary for the proper treatment or management of an illness, injury or disability is one that:

(1) Will, or is reasonably expected to, prevent the onset of an illness, condition, injury or disability; or

- (2) Will, or is reasonably expected to, reduce or ameliorate the physical, mental or developmental effects of an illness, condition, injury or disability; or
- (3) Will assist the recipient to achieve or maintain maximum functional capacity in performing daily activities, taking into account both the functional capacity of the recipient and those functional capacities that are appropriate of recipients of the same age.

B. Services not eligible for financial assistance under this Policy regardless of whether they constitute medically necessary care include:

- a. Cosmetic surgery deemed non-covered by medical insurance or not considered medically necessary
- b. All transplant and related services
- c. Bariatric services and surgery deemed non-covered by medical insurance or not considered medical necessary
- d. Reproduction-related procedures (such as in-vitro fertilization, vasectomies, tubal ligation reversals, etc.)
- e. Acupuncture
- f. Package Pricing services included in a package price are bundled and subject to an inclusive rate which is not subjected to any other forms of discounting.
- g. Private duty nursing
- i. Services provided and billed by a non UPMC Central Pa entity which may include lab or diagnostic testing, dental, vision and speech, occupational or physical therapies
- j. Patient accounts or services received by a patient who is involved in pending litigation that relates to or may result in a generation of recovery based on charges for services performed at UPMC Central Pa
- k. Other non-covered services such as laser eye surgery, special cataract lenses, dental, hearing aids, etc.

VI. ELIGIBILITY AND ASSISTANCE CRITERIA

A. Financial assistance will be provided in accordance with UPMC Central Pa's mission and values. Financial assistance eligibility will be considered for uninsured and underinsured patients, and those for whom it would be a financial hardship to pay in full the expected out of pocket expenses for services provided by UPMC Central Pa. Financial assistance will be provided in accordance with federal, state and local laws. Applicants for financial assistance are encouraged to apply to public programs for available coverage, if eligible, as well as for pursuing public or private health insurance payment options for care provided by UPMC Central Pa. Patients who do not cooperate in applying for programs that may pay for their healthcare services may be denied financial assistance. UPMC Central Pa shall make affirmative efforts to help patients apply for public and private programs.

Typically, financial assistance is not available when a person fails to comply reasonably with insurance requirements (such as obtaining authorizations and/or referrals) or for persons who opt out of available insurance coverage, regardless of whether or not the patient meets eligibility requirements. Furthermore, a financial assistance determination by UPMC Central Pa is subject to modification and/or retraction in the event that any material information was misstated on, or omitted from, the application, or a claim adjudication occurred resulting in insurance coverage for the applicant, or other material change of circumstances.

In addition, this policy will not apply to individuals who reside outside of the service area and would be required to travel in order to seek treatment from a UPMC Central Pa Provider. The service area includes all counties contiguous to a UPMC Central Pa facility. Non-resident international patients are excluded from financial assistance, unless the patient is treated for an emergency. UPMC Central Pa, in its sole discretion, may waive these exclusions after considering all relevant facts and circumstances. Additionally, UPMC Central Pa may approve financial assistance for patients utilizing presumptive charity care.

B. Patient Financial Assistance Eligibility Guidelines. Except as otherwise provided herein, services eligible under this Policy will be made available to the patient on a sliding fee scale, in accordance with financial need, as determined in reference to Federal Poverty Level guidelines published by the U.S. Department of Health and Human Services. ¹

1. Indigence:

- A. When a patient is *uninsured* and the patient's and/or responsible party's (ex. Parents, Spouse, etc.) income is at or below **300%** of the Federal Poverty Guidelines, the patient will be approved for a 100% reduction for the care provided by the Provider. This means that the fees for services are completely waived.
- B. When a patient is *underinsured* and the patient's and/or responsible party's (ex. Parents, Spouse, etc.) income is at or below **300%** of the Federal Poverty Guidelines; the patient is eligible for financial assistance. The patient's insurance will be billed, if approved the patient may not have any patient liability after insurance. If the underinsured patient's income is greater than **300%** of the Federal Poverty Guidelines, the patient may be eligible for financial assistance in the form of financial or medical hardship.
- 2. <u>Discounted Care</u>: Assistance may be in the form of a discounted or reduced patient obligation depending on the patient's and/or responsible party's income.

¹ Federal Poverty Guidelines for the current year are available at http://aspe.hhs.gov/poverty-guidelines. The Provider's use of federal poverty guidelines will be updated annually in conjunction with the federal poverty guideline updates published by the United States Department of Health and Human Services.

If an uninsured patient's and/or responsible party's (ex. Parents, Spouse, etc.) income is greater than 300% and less than or equal to 400% of the Federal Poverty Guidelines, the patient is eligible for assistance in the form of a reduction in patient liability for all accounts to the amounts generally billed (AGB) as defined below.

3. <u>Financial or Medical Hardship:</u> If a patient's and/or responsible party's (ex. Parents, Spouse, etc.) income exceeds 300% of the Federal Poverty Level, they may be considered for a Financial or Medical Hardship.

UPMC Central Pa will consider assistance where a patient's out of pocket expense or patient liability exceeds 15% of family income or where a patient's medical bills are of such magnitude that payment threatens the patient's financial survival. Assistance will be provided in the form of an adjustment of charges to prevent patient liability from exceeding the lesser of 15% of family income or the AGB.

Notwithstanding anything contained in this policy, if an award of financial assistance that does not cover 100% of the charges for the service is granted, the amount due from patients who are eligible under this Policy for discounted care will not be more than amounts generally billed (AGB) as defined below. UPMC Central Pa in its discretion may waive or modify eligibility requirements after considering all relevant facts and circumstances in order to achieve this Policy's essential purpose of providing medical care to patients who lack financial means.

VII. AMOUNTS GENERALLY BILLED

UPMC Central Pa will not charge an eligible individual for emergency or other medically necessary services more than the amount generally billed (AGB) to individuals who have insurance covering such care. UPMC Central Pa will use the Look-Back method to determine AGB. The AGB is calculated using all claims allowed by the Medicare-Fee–For–Service and Private health insurances (including the Medicaid Managed Payers). For this purpose, UPMC Central Pa will select the lowest percentage of any hospital facility covered by the policy and apply this percentage to all emergency or other medically necessary care covered by the policy. The lowest amount currently calculated is 28% which is higher than the 20% resulting in a discount of 80%.

VIII. APPLYING FOR FINANCIAL ASSISTANCE

Eligibility determinations will be made based on UPMC Central Pa's policy and an assessment of a patient's financial need. Uninsured and underinsured patients will be informed of the Financial Assistance Policy and the process for submitting an application. Applicants for financial assistance are required to apply to public programs for available coverage, if eligible, as well as for pursuing public or private health insurance payment options for care provided by UPMC Central Pa. UPMC Central Pa will process the request for financial assistance within 30 days of receipt. If there is missing documentation, the patient will be given an additional 30 days to respond to the request.

UPMC Central Pa will make reasonable efforts to explain the benefits of Medicaid and other available public and private programs to patients and provide information on those programs that may provide coverage for services.

Information on public or private coverage and UPMC Central Pa's Financial Assistance Policy will be communicated to patients in easy-to-understand, culturally appropriate language, and in the most prevalent languages spoken in applicable hospital service area communities.

A. Application Process:

Typically, a patient is not eligible for financial assistance until he or she has applied for and is determined to be ineligible for applicable federal and Commonwealth governmental assistance programs. UPMC Central Pa will make resources available to assist patients in enrolling in and/or applying for federal and Commonwealth government programs. UPMC Central Pa may decide to process the financial assistance application without the documentation that the patient is ineligible for Medical Assistance or other governmental assistance programs.

All applicants are expected to complete the UPMC Central Pa's Financial Assistance application form (see attachment) and provide requested documents. If documentation is not included with the application, the financial information shared on the application may be used in order to make the financial assistance determination. The patient's signature will be used as attestation to the validity of the information provided. In addition, while completed applications and supporting documentation are more likely to result in a more efficient application process, financial assistance may be awarded in the absence of a completed application and supporting documentation as provided by this policy under presumptive financial assistance (described below) or otherwise in the discretion of UPMC Central Pa.

Financial Assistance applications are to be submitted to the following office:

Patient Financial Support Services
UPMC Central Pa
PO Box 2353
Harrisburg Pa 17105-2353
1-877-499-3899 or 717-231-8989

Requests for financial assistance will be processed promptly and UPMC Central Pa will notify the patient or applicant in writing within 30 days of receipt of a completed application. If denied eligibility for any of the financial assistance offered, the patient may re-apply at any time. If the patient is denied financial assistance and a payment to satisfy the balance or a payment plan is not established the account may be transferred to a 3rd party collection agency for

follow-up. Please refer to UPMC Central Pa's Credit and Collection Policy C-669.

If the patient is approved for financial assistance, the eligible patient balances will be adjusted accordingly for services up to one year prior to the approval of the application and a 6 month forward time period to ensure a continuation of care.

The approval time period for financial assistance eligibility will begin on the date that a completed application is received and the patient is determined eligible for assistance and 1-year prior to the date of eligibility. Service dates outside the 1-year range may be considered on a case to case basis at UPMC Central Pa's discretion.

If a patient is approved for financial assistance through the application process and has made a payment to the accounts which qualify for financial assistance; payments over \$5.00 will be refunded to the extent consistent with the level of financial assistance awarded.

B. Presumptive Financial Assistance Eligibility:

Presumptive Indigence:

UPMC Central Pa recognizes that not all patients are able to complete the financial assistance application or provide the required documentation. There may be instances when financial assistance is warranted and the patient qualifies for assistance, despite the lack of formal applications and income assessment described in this policy. In the normal course of assessment of a patient's ability to pay, UPMC Central Pa, in its sole discretion, may declare the patient's account uncollectible and classify the account as meeting eligibility criteria. Presumptive eligibility may be granted to patients based on life circumstances such as:

- 1. homelessness or receipt of care from a homeless clinic;
- 2. participation in Women, Infants and Children programs (WIC);
- 3. receiving SNAP (Supplemental Nutritional Assistance Program) benefits;
- 4. eligible for other state or local assistance programs, such as Victims of Violent Crimes;
- 5. deceased patient with no known estate.

When presumptive financial assistance eligibility is established, typically a 100% discount will be available.

Other Presumptive Eligibility:

For patients who are non-responsive to UPMC Central Pa's application process, other sources of information, such as estimated income and family size provided by a predictive model or information from a recent Medical Assistance application, may be used to make an individual assessment of financial need. This information will enable UPMC Central Pa to make an informed decision on

the financial need of non-responsive patients utilizing the best estimates available in the absence of information provided directly by the patient.

For the purpose of helping financially needy patients, UPMC Central Pa may utilize a third-party to review the patient's information to assess financial need. This review utilizes a healthcare industry-recognized, predictive model that is based on public record databases. The model incorporates public record data to calculate a socio-economic and financial capacity score that includes estimates for income, resources, and liquidity. The model's rule set is designed to assess each patient to the same standards and is calibrated against historical financial assistance approvals for UPMC Central Pa. The predictive model enables UPMC Central Pa to assess whether a patient is characteristic of other patients who have historically qualified for financial assistance under the traditional application process. Information from the predictive model may be used by UPMC Central Pa to grant presumptive eligibility in cases where there is an absence of information provided directly by the patient. Where efforts to confirm coverage availability have been unsuccessful, the predictive model provides a systematic method to grant presumptive eligibility to financially needy patients.

In the event a patient does not qualify for the highest level of financial assistance under the presumptive rule set, the patient may still provide the requisite information and be considered under the traditional financial assistance application process.

Presumptive screening provides benefit to the community by enabling UPMC Central Pa to systematically identify financially needy patients, reduce administrative burdens, and provide financial assistance to patients who have not been responsive to the financial assistance application process.

IX. NOTIFICATION OF FINANCIAL ASSISTANCE AND RELATED INFORMATION

UPMC Central Pa's Financial Assistance Policy (FAP), the FAP application form and the plain language summary of the FAP (the "FAP Documents") shall be available to all UPMC Central Pa patients as follows:

- A. The FAP, FAP application form and a plain language summary of the FAP are available on UPMC Central Pa's website,

 (https://www.upmc.com/CharityCareCentralPa) searchable by the mechanism applicable to the site generally. The FAP Documents will be printable from the website.
- B. The FAP, the FAP application form and plain language summary of the FAP are available upon request and without charge, both in public locations in UPMC Central Pa hospitals and by mail.

Visitors to the facility are informed and notified about the FAP and availability of the FAP Documents by notices in patient bills and by posted notices in emergency rooms, urgent care centers, admitting and registration departments, hospital business offices, and

patient financial services offices that are located on facility campuses and at other public places as UPMC Central Pa may select. Information will also be included on public websites. Referral of patients for financial assistance may be made by any member of the UPMC Central Pa staff or medical staff, including physicians, nurses, financial counselors, social workers, case managers, chaplains and others.

X. APPEALS AND DISPUTE RESOLUTION

Patients may seek a review from UPMC Central Pa in the event of a dispute over the application of this financial assistance policy. Patients denied financial assistance may also appeal their eligibility determination.

Disputes and appeals may be filed by contacting the Director of UPMC Central Pa, Patient Financial Support Services. The basis for the dispute or appeal should be in writing and submitted within 30 days of the patient's experience giving rise to the dispute or notification of the decision on financial assistance eligibility.

Disputes or appeals should be submitted to the following office:

Patient Financial Support Services PO Box 2353 Harrisburg Pa 17105-2353

XI. <u>COLLECTIONS IN THE EVENT OF NON-PAYMENT</u>

UPMC Central Pa will not engage in Extraordinary Collection Actions, as defined by applicable federal laws. If the individual is already a Financial Assistance recipient and he/she is cooperating in good faith to pay his/her balance but nonetheless experiencing difficulty, UPMC Central Pa will endeavor to offer an extended payment plan.

Refer to UPMC Central Pa's Credit and Collections Policy C-669 for the actions the hospital facility may take in the event of nonpayment. This policy may be obtained at no cost by contacting the Patient Financial Services Center at 1-877-499-3899

XII. <u>REGULATORY REQUIREMENTS</u>

In implementing this Policy, UPMC Central Pa management and facilities shall comply with all applicable federal, state, and local laws, rules, and regulations.

XIII. <u>RECORD KEEPING</u>

UPMC Central Pa will document all financial assistance in order to maintain proper controls and meet all internal and external compliance requirements.

UPMC Central Pa approval levels:

\$5,001 - \$50,000	Manager Patient Financial Customer Relations or
	Senior Manager Patient Advocacy
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\$50,001 - \$150,000 Director, Patient Financial Support Vice President, Revenue Cycle

XIV. ATTACHMENTS

Financial Assistance Application Listing of Providers Delivering Emergency/Medically Necessary Care Listing of Non-Covered Providers

SIGNED: Neal McKnight, VP Revenue Cycle

ORIGINAL: July 1, 1996

APPROVALS:

Policy Review Subcommittee: February 5, 2020

Board of Directors: UPMC Pinnacle Board August 17, 2022

UPMC Pinnacle Board May 18, 2020 UPMC Hanover Board November 9, 2018

REVIEWED BY: Director, Patient Financial Support Services

PRECEDE: September 2022

SPONSOR: Director Patient Financial Support Services

REVIEW DATE(S):	RECENT REVISION DATE(S):
9/1/22, 4/1/23,9/1/23	2/15/23, 9/1/23

^{*} With respect to UPMC Pinnacle business units described in the Scope section, this policy is intended to replace individual business unit policies covering the same subject matter. In-Scope business unit policies covering the same subject matter should be pulled from all manuals.

Listing of Providers Delivering Emergency/Medically Necessary Care

Providers Covered By Policy:

Department Practice Name/Identifier

Allergy and Immunology UPMC Pinnacle Allergy & Immunology

Breast Care Breast Health Associates

Breast Care PinnacleHealth Breast Care Center

Breast Care The Mammography Center
Breast Care Women's Breast Center

Cancer Treatment Carlisle Regional Cancer Center

Cancer Treatment General & Surgical Oncology Specialists of Central PA

Cancer Treatment Keystone Cancer Center

Cancer Treatment Lititz Hematology and Oncology Care

Cancer Treatment PinnacleHealth Radiation Oncology - Carlisle Regional Cancer Center

Cancer Treatment PinnacleHealth Radiation Oncology - Ortenzio Cancer Center at PinnacleHealth

Cancer Treatment PinnacleHealth Radiation Oncology - PinnacleHealth Cancer Center

Cancer Treatment PinnacleHealth Women's Cancer Centers

Cardiac Rehabilitation Memorial Cardiac Rehabilitation - Outpatient Services at UPMC Memorial

Cardiac Rehabilitation
Cardiac Rehabilitation
UPMC Hanover Cardiovascular Rehabilitation
UPMC Lititz Cardiopulmonary Rehabilitation

Cardiology Cardiac Consultants

Cardiology Hanover Medical Group Cardiology
Cardiology PinnacleHealth Cardiovascular Institute

Cardiology Red Rose Cardiology

Cardiology York Heart & Vascular Specialists

Cardiovascular Surgery PinnacleHealth Cardiovascular Institute – Cardiovascular & Thoracic Surgery

Colon and Rectal Care **UPMC Pinnacle Colon and Rectal Surgery** Colon and Rectal Care UPMC Pinnacle Colonoscopy and Proctology Community Outreach Community Health and Wellness Center Ear, Nose and Throat ENT - Head and Neck Surgery of Lancaster Endocrinology Hanover Medical Group Endocrinology Endocrinology Hanover Medical Group Endocrinology Endocrinology PinnacleHealth Endocrinology Associates Endoscopy **UPMC Specialty Care York Endoscopy**

Department Practice Name/Identifier

Family Care Alexander Spring Family Care

Family Care **Baron Family Practice**

Family Care **Boiling Springs Family Medicine** Family Care College Avenue Family Medicine

Family Care Columbia Regional Health Center at St. Anne's Retirement Community

Family Care FirstLine Care Cross Keys Village

Family Care FirstLine Care Hillside

Family Care FirstLine Care Sheppard WABCO

Family Care Hanover Medical Group Adult Medicine - Homewood

Family Care Hanover Medical Group Adult Medicine Multi-Specialty Group Family Care Hanover Medical Group Family & Adult Medicine - New Oxford

Family Care Hanover Medical Group Family Medicine - Hanover Family Care Hanover Medical Group Family Medicine – Littlestown Family Care Hanover Medical Group Family Medicine - South Hanover Family Care Hanover Medical Group Family Medicine - Spring Grove Family Care Hanover Medical Group Grandview Family & Adult Medicine

Family Care Hanover Medical Group Hillside Adult Medicine

Family Care Hanover Medical Group McSherrystown Family Practice Family Care Hanover Medical Group Penn Street Family Medicine

Family Care Heartland Family Health Family Care **Highlands Family Practice**

Family Care Kline Health Center

Family Care Lancaster Family Practice Associates

Family Care Manheim Pike Primary Care

Family Care Mastropietro & Associates Family Medicine

Family Care Memorial Family Medicine at Broque

Family Care Memorial Family Medicine at Greensprings **Family Care** Memorial Family Medicine at Manchester **Family Care** Memorial Family Medicine at Shrewsbury **Family Care** Memorial Family Medicine at Stewartstown Family Care Memorial Family Medicine at Susquehanna Trail Memorial Family Medicine at Windsor Commons Family Care

Family Care Memorial Internal Medicine at Elmwood Family Care PinnacleHealth Annville Family Medicine Family Care PinnacleHealth Blue Mountain Family Practice

PinnacleHealth FamilyCare Dillsburg Family Care **Family Care** PinnacleHealth FamilyCare Lower Paxton Family Care PinnacleHealth FamilyCare Mechanicsburg Family Care PinnacleHealth FamilyCare Middletown Family Care PinnacleHealth FamilyCare Newport **Family Care** PinnacleHealth FamilyCare Silver Spring PinnacleHealth FamilyCare Spring Road Family Care PinnacleHealth FamilyCare Union Deposit **Family Care** PinnacleHealth Fisher Road Family Practice Family Care Family Care PinnacleHealth Good Hope Family Physicians

Family Care PinnacleHealth Internal Medicine Camp Hill Family Care PinnacleHealth Internal Medicine Union Deposit

PinnacleHealth Strawberry Square FamilyCare Family Care

Family Care Sallavanti & Cotter Family Medicine

Family Care **UPMC Hershey Primary Care**

Family Care UPMC Pinnacle Chambers Hill Primary Care Family Care **UPMC Pinnacle Integrated Health Services**

Family Care **UPMC Primary Care East Berlin**

Family Care UPMC Primary Care Chambersburg

Department Practice Name/Identifier

Family Care UPMC Primary Care Fredericksburg
Family Care UPMC Primary Care Oyster Point
Family Care UPMC Primary Care Phoenix Drive

Family Care UPMC Senior Care

Gastroenterology UPMC Specialty Care Gastroenterology

General Surgery Carlisle Surgical Institute
General Surgery General Surgery of Lancaster

General Surgery

General Surgery

Ceneral Surgery

Ceneral Surgery

Leader Surgical Associates - UPMC

PinnacleHealth Surgical Associates

Surgical Specialists of Lancaster - UPMC

Heart Failure PinnacleHealth Heart Failure Center
Hematology/Oncology PinnacleHealth Hematology/Oncology

Infectious Disease Infectious Disease Consultants of Lancaster
Infectious Disease Memorial Infectious Disease Specialists
Infectious Disease PinnacleHealth Infectious Disease Associates
Lung Specialist PinnacleHealth Pulmonary Nodule Clinic
Mental Health PinnacleHealth Psychological Associates
Mental Health UPMC Women's Behavioral Health Specialists

Neurology / Neuroscience PinnacleHealth Neurosurgery and Neurosciences Institute

Neurology / Neuroscience UPMC Pinnacle Neurosurgery Neurology / Neuroscience York Neurology Specialists

Obstetrics /Gynecology UPMC Divine Mercy Women's Health

Obstetrics / Gynecology Hanover Medical Group Ob-Gyn Spring Grove

Obstetrics / Gynecology Maternal Fetal Medicine

Obstetrics / Gynecology Mountain View Ob-Gyn, a Member of Hanover Medical Group

Obstetrics / Gynecology Nurse Family Partnership Program

Obstetrics / Gynecology Ob-Gyn of Lancaster& Lititz

Obstetrics/ Gynecology UPMC Magee- Women's Ob/Gyn Specialists
UPMC Pinnacle Bladder and Pelvic Health

Obstetrics / Gynecology UPMC Pinnacle Obstetrics and Gynecology Specialists
Obstetrics / Gynecology Women First Obstetrics and Gynecology Specialists - UPMC

Obstetrics / Gynecology Women's Health Specialists of Carlisle

Obstetrics/ Gynecology UPMC Woodward & Assoc Ob/Gyn Specialists

Orthopaedic Care Arlington Orthopedics - UPMC

Orthopaedic Care Orthopaedic Specialists of Central PA
Orthopaedic Care PinnacleHealth Bone and Joint Center

Orthopaedic Care PinnacleHealth Spine, Bone and Joint Center

Orthopaedic Care UPMC West Shore & Carlisle Ortho

Pain Management UPMC Chronic Pain Management Program

Pain Management UPMC Pain Medicine

Pain Management UPMC Pinnacle Procedure Center
Palliative Medicine Supportive Care and Palliative Medicine

Department Practice Name/Identifier

Pediatric Cardiology PinnacleHealth Cardiovascular Institute

Pediatrics Pediatric Specialty Therapy

Pediatrics PinnacleHealth Children and Teen Center
Pediatrics PinnacleHealth Children's Resource Center
Pediatrics PinnacleHealth Infant Development Program

Pediatrics PinnacleHealth Lead Poisoning Prevention & Education

Pediatrics PinnacleHealth Pediatric Inpatient Services

Pediatrics PinnacleHealth REACCH Program

Pediatrics UPMC Children's Community Pediatrics - Heritage

Pediatrics UPMC Hershey Pediatric Center

Pediatrics UPMC Children's Community Pediatrics - Hummelstown
Pediatrics UPMC Children's Community Pediatrics - York Memorial

Pediatrics UPMC Children's Specialty Services
Pediatrics UPMC Lititz Pediatric Inpatient Services

Pediatrics UPMC Pediatrics Shippensburg

Plastic Surgery Plastic & Aesthetic Surgical Associates
Plastic Surgery UPMC Plastic and Reconstructive Surgery

Podiatry Carlisle Foot & Ankle Specialists

Pulmonary Rehabilitation Hanover Medical Group Pulmonary & Sleep Medicine

Pulmonary Rehabilitation PinnacleHealth Pulmonary Rehabilitation

Radiologists Quantum Imaging and Therapeutic Associates, Inc.

Radiation Oncology UPMC Hillman Cancer Center

Rehabilitation Hillside Rehab

Rehabilitation Littlestown Rehab - Littlestown Professional Center

Rehabilitation UPMC Pinnacle Hanover Rehab

Rheumatology Lancaster Arthritis & Rheumatology Care

Rheumatology PinnacleHealth Rheumatology Associates: East & West

Sleep Medicine Lancaster Pulmonary & Sleep Associates

Sleep Medicine PinnacleHealth Sleep Center Substance Use Disorders Integrated Health Services

Substance Use Disorders PinnacleHealth Center for Addiction Recovery
Thoracic Surgery PinnacleHealth Cardiovascular & Thoracic Surgery

Transplant PinnacleHealth Transplant Associates

Travel Clinic Industrial Resource Center
Travel Clinic PinnacleHealth Travel Clinic

Urgent and Walk-in Care Express Care and HanoverWorks Occupational Health

Urgent and Walk-in Care PinnacleHealth Express: Annville, Arlington

Urgent and Walk-in Care PinnacleHealth FastCare Clinic: Camp Hill & Enola

Urgent and Walk-in Care UPMC Express Care

Urgent and Walk-in Care Walk-in Care at Strawberry Square Family Care

UPMC Urgent Care Carlisle, Mechanicsburg, Harrisburg, Hershey, Lancaster

Urology Carlisle Urology

Urology Hanover Medical Group Urology

Urology Prostate Cancer Center
Urology UPMC Urology of Central Pa
Valve Clinic PinnacleHealth Valve Clinic

Vascular Access Centers

Vein Treatment Weight Management PinnacleHealth Vascular Access Center

PinnacleHealth Vein Center Medical Weight Management

Department Practice Name/Identifier

Wound Care Advanced Wound Healing Center

Wound Care PinnacleHealth Wound and Hyperbaric Center

Wound Care Total Wound Care Center

Wound Care UPMC Pinnacle Wound Healing Center

Acharya Falguni MD Bero Christopher MD Adhikari- Guragain Deepti MD Black Barbara DPM Adlestein Lee MD Bloomer Christopher MD Aftab Saima MD Bobolsky Candice PA-C Agbay Anthony DO Bower Douglas MD Ahmad Adnan DO Braun Maximilian MD Allen Wendy CRNA Brennan Kristin MD Al-Sbaiti Rabia MD Brent Geoffrey MD Alvarado Vanessa Brooks Cortni MD Ammar Awais MD Buerk Adam DO Anderson Greggory SLP Buis William DMD Angerett Nathan DO Burd Eric RT(R) Answine Joseph MD Butera Ariel PA-C
GuragainDeeptiMDBlackBarbaraDPMAdlesteinLeeMDBloomerChristopherMDAftabSaimaMDBobolskyCandicePA-CAgbayAnthonyDOBowerDouglasMDAhmadAdnanDOBraunMaximilianMDAllenWendyCRNABrennanKristinMDAl-SbaitiRabiaMDBrentGeoffreyMDAlvaradoVanessaBrooksCortniMDAmmarAwaisMDBuerkAdamDOAndersonGreggorySLPBuisWilliamDMDAngerettNathanDOBurdEricRT(R)AnswineJosephMDBurkhartJodelleSLPAnwarMuhammadMDButeraArielPA-C
Adlestein Lee MD Bloomer Christopher MD Aftab Saima MD Bobolsky Candice PA-C Agbay Anthony DO Bower Douglas MD Ahmad Adnan DO Braun Maximilian MD Allen Wendy CRNA Brennan Kristin MD Al-Sbaiti Rabia MD Brent Geoffrey MD Alvarado Vanessa Brooks Cortni MD Ammar Awais MD Buerk Adam DO Anderson Greggory SLP Buis William DMD Answine Joseph MD Burkhart Jodelle SLP Anwar Muhammad MD Butera Ariel PA-C
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Ahmad Adnan DO Braun Maximilian MD Allen Wendy CRNA Brennan Kristin MD Al-Sbaiti Rabia MD Brent Geoffrey MD Alvarado Vanessa Brooks Cortni MD Ammar Awais MD Buerk Adam DO Anderson Greggory SLP Buis William DMD RRA, RPA, Angerett Nathan DO Burd Eric RT(R) Answine Joseph MD Burkhart Jodelle SLP Anwar Muhammad MD Butera Ariel PA-C
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AmmarAwaisMDBuerkAdamDOAndersonGreggorySLPBuisWilliamDMD RRA, RPA,AngerettNathanDOBurdEricRT(R)AnswineJosephMDBurkhartJodelleSLPAnwarMuhammadMDButeraArielPA-C
AndersonGreggorySLPBuisWilliamDMD RRA, RPA,AngerettNathanDOBurdEricRT(R)AnswineJosephMDBurkhartJodelleSLPAnwarMuhammadMDButeraArielPA-C
RRA, RPA, Angerett Nathan DO Burd Eric RT(R) Answine Joseph MD Burkhart Jodelle SLP Anwar Muhammad MD Butera Ariel PA-C
AngerettNathanDOBurdEricRT(R)AnswineJosephMDBurkhartJodelleSLPAnwarMuhammadMDButeraArielPA-C
Answine Joseph MD Burkhart Jodelle SLP Anwar Muhammad MD Butera Ariel PA-C
Anwar Muhammad MD Butera Ariel PA-C
Aguino Eduio MD Cool: Michelle DO
Aquino Edwin MD Cacek Michelle DO
Armesto David MD Capperella Robert CRNA
Ashby Dwight DDS Cardinale Joseph DO
Austin Charles MD Caruso John DO
Azar Elie MD Case Daniel DO
Azizkhan Reza DO Cedeno Loris MD
Bacon Angela CRNA Chambers Christopher MD
Baker Paul MD Charan Mohan MD
Banach Michael MD Chen Jeffrey MD
Banerjee Subhra MD Cheng Jihua MD
Barron Todd MD Choksi Neha MD
Barry-Lane Patricia MD, PhD Chotiner Erik MD
Beaudry Robert DMD Clarke Terry DPM
Bebe Rommel MD Coeyman Chad DO
Bell Matthew MD Collazo Tyson MD
Bell Jessica CRNP Coppola Carmela MD
Bennett Shante MD Corson Neal MD
Bennett Kelsey CRNP Cox Lawrence DO
Bergey Elizabeth MD Cronin Arthur MD
Currie William DDS Frasier Lori MD
Dahl Raymond DO French Christopher MD
Daiber Robyn DO Fry Christy PA-C
Dailey Stephen MD Furlong Christopher MD
Dailey John MD Gabe Michael MD
Dangle Donald DO Gada Alaine MD
Darling Melinda MD Gangaware Cody PA-C
Das Sujata MD Gareis Margarita MD
DeAntonio Nicholas DO Gayle Jennifer CRNA
Dees Terence MD Gbadouwey Charles MD

Honchar	Valentyna	MD	Later	Steven
Hoppes	Darrell	DPM	Latovich	Brianna
Hudome	Susan	MD	Lauver	Christian
Imes	Laura	CRNA	Lee	Benjamin
Ioffe	Viktoriya	MD	Leen	Lisa
Isaacson	Jon	MD	Leggerie	Benjamin
lyer	Viswanathan	MD	Leite	Louis
Jackson	F	MD	Leonard	Karen
Jackson	Cynthia	MD	Levin	Kenneth
Jagannath	Anand	MD	Levin	Roger
Jensen	Gwen	CRNA	Levy	Allen
John	Jarod	MD	Li	Yanping
Johnson	Terri	PA-C	Liang	I-Hsun
Johnson	Timothy	MD	Licata	Paul
Jones	Michael	DO	Limann	Baba
Jordan	John	MD	Line	Christian
Joseph	Sunil	MD	Lingenfelter	Rebecca
Jumper	Chadler	MD	Lippe	Ronald
Jusko	Kenneth	DO	Little	Barbara
Kakaria	Sandeep	MD	Liu	Yang
Kambic	Daniel	DO	Lizardi	Bethany
Kaminsky	Timothy	MD	Long	Joseph
Karelia	Heli	CRNP	Love	Sherie
Kelly	Matthew	MD	Lupinacci	Michael
Kereshi	Tibor	MD	Luzzi	Anthony
Keyser	Glenn	MD	Lynch	David
Kim	Daniel	DO	MacDonald	Kendall
Klein	Jordan	MD	Mahmood	Hafiz
Klinke	Elizabeth	MD	Maki	Matthew
Knill	Courtney	MD	Maley	Amy
		RT		
		(R)(ARRT)		
Vnonn	Lori	RPA	Malone	lamos
Knopp	Brian	(CBRPA) RT (R) RPA	Mammen	James Anish
Knopp Kormis	Karen	MD	Mandak	
Korinis Kosicka		CRNP		Jeffrey Venkatachalam
Kostelac	Magda Michelle	PA-C	Mangeshkumar Marks	Jeffrey
Krallman-	Michelle	PA-C	IVIdIKS	Jenney
Goldman	Sara	CRNA	Matsuura	Dean
Krishnan	Harinidevi	MD	Maugle	Tyson
Kulkarni	Amy	MD	Maurer	Allison
Kwee	Him	MD	McCleaf	Derek
Kwee	Edgar	MD	McCue	Timothy
Laboy Prospere	Ashley		McDonald	Colleen
Lacey	Paul	MD		
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McGurrin	John	MD	Owens	Zakiya	PA-C
Mchugh	Sara	DO	Oxley	Cubyson	MD
McInroy	Brian	MD	Packer	Leslie	MD, DDS
McLaughlin	John	DO	Parikh	Mukul	MD
McManaway	James	MD	Patel	Krupa	DPM
Mendez-Ceballos	Milca	DDS	Patel	Kaushal	MD
Meyers	Harry	DDS	Patel	Surju	MD
, Michel	John	DO	Pelleschi	Benjamin	DPM
Michelitch	Scott	MD	Pelleschi	Todd	DPM
Milsteen	Scott	MD	Pennypacker	Jason	MD
Mirarchi	Dominic	DO	Pepper	Larry	DMD
Mishra	Gautam	MD	Peters	David	DO
Mital	Sangeeta	MD	Petrowski	Michael	CRNA
Momin	Malik	MD	Pilipovic	Milena	MD
Moore	Philip	DO	Pimentel	Jasmin	PA-C
Morganstein	Steven	DO	Plouse	Taylor	PA-C
Moser	Richard	MD	Plummer	Kaitlin	DO
Moser	Richard	MD	Potoka	Karin	MD
Mosher	James	MD	Powell	Amanda	DO
Motter	William	MD	Pratt	John	MD
Moyer	Donna	DO	Princewill	Kelechi	MD
Murphy	Shawn	DO	Prophet	Steven	MD
Murray	Kylie	DO	Pryor	Jason	MD
Myers	Robert	DMD	Prywitch	Brett	MD
			Pulimoottil		
Myers	Lisa	DO	Ninan	Marina	CRNP
Nagy	Joshua	PA-C	Purtle	Mary	PA-C
Najem	Elias	MD	Rao	Kumudini	MD
Nawaz	Tariq	MD	Ratnasamy	Patrick	MD
Neiderer	Philip	DO	Ravnic	Dino	DO
Neveling	Ulane	MD	Rawding	Derick	PA-C
Nguyen	Khanh-Ha	MD	Ray	Allison	MD
Nielson	Erik	MD	Readence	Scott	MD
Nikiforov	Sergei	MD	Redclift	Matthew	MD
Nikiforova	Tamara	MD	Rege	Tanvi	MD
O'Brien	James	MD	Reiprich	Aaron	DO
Oliverio	James	MD	Rengabhashyam	Padmanabha	MD
Oplinger	Michael	MD	Rengen	Mohan	DO
Orji	Obinna	MD	Repko	Brandon	MD
Ortiz	Jeremy	PA-C	Reubens	Daniel	DPM
Ostman	Henry	MD	Rhodes	Joshua	MD
Otto	Nicholas	MD	Richards	Aubree	CRNP

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Riek	Natalya	DO	Skarupa	Steven	MD
Rien	Matthew	DPM	Skiptunas	Anthony	DO
Rizvi	Nadeem	MD	Smith	Deborah	CRNP
Rogers	Richard	DPM	Smith	Christopher	MD
Rohrbaugh	Max	MD	Springer	Robert	MD
Rolle'	William	MD	Srivastava	Anupam	MD
Ross	Jasmine	MD	Stem	Maxwell	MD
Rossi	John	MD	Stephenson	Jonathan	MD
Rosso	Susan	DPM	Stewart	Benjamin	DO
Rowe	William	MD	Surapaneni	Rajesh	MD
Ruggiero	Francis	MD	Sweeney	Alan	MD
Rupp	Kathleen	MD	Szeles	Alexander	DO
Saha	Arup	MD	Taghaddos	Seyed-Karim	MD
Sahi	Harry	MD	Tanner	Jennifer	PA-C
Sakol	Peter	MD	Tesfaye	Abohawariat	MD
					MD,
Sayed	Binar	CRNP	Todorich	Bozho	PhD
Schank	Christopher	DPM	Treaster	Amber	DPM
Schrock	Wesley	MD	Trees	Maria	PA-C
Sciarrone	Katrina	PA-C	Troche	Keith	MD
Scott	Kevin	MD	Truong	Steven	MD
Scott	Charles	DO	Tuttle	Elizabeth	PA-C
Setzer	Dana	MD	Vaddineni	Suneetha	MD
Sgrignoli	Liana	DO	Vander Ark	Wesley	MD
Sgrignoli	Bradford	DO	Vazquez	Lauren	CNM
Shaffer	Christopher	MD	Veliuona	Michael	MD
Shaffer	James	MD	Venable	John	MD
Shah	Abhijit	MD	Verbin	Sandi	MD
			Villarreal		
Shah	Neal	MD	Fernandez	Eduardo	MD
Shah	Lily	MD	Vonah	Savitha	MD
Shah	Jay	MD	Wagner	Lauren	PA-C
Shah	Jagdish	MD	Waldner	Joseph	MD
Shah	Satish	MD	Wallin	Thomas	MD
Shapiro	Kellie	CRNP	Walters	Kristen	MD
Shapiro	Andrew	MD	Walters	Jamie	PA-C
Shelly	Bryonna		Washinger	Kristy	CRNP
Shenai	Pundalik	MD	Washington	Christopher	CRNA
Shingala	Hiren	MD	Weaver	Anitha	MD
Shipley	Sarah	MD	Weaver	Anitha	MD
Shirey	Jonathan	MD	Weber	Harry	MD
Shutske	Matthew	MD	Wedel	Marissa	MD
Siddiqui	Faisal	MD	Wegrzyniak	Lindsey	DO
Simons	Danielle	PA-C	Wells	Luther	MD
Simpson	Kelley	PA-C	Wesner	Colby	DO
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Westra	Kevin	DO
Weybright	Patrick	MD
Williams	Daniel	DO
Wilt	Faith	MD
Witt	Christopher	MD
Witt	Kristi	SLP
Wolf	Robert	MD
Wright	Nicholas	MD
Wright	Scott	MD
Yadav	Abha	MD
Yao	Jing	MD, PhD
Yarmel	Daniel	DPM
Yasmin	Nihad	MD
Yee-Armah	Shawyin	MD
Yoder	Margarita	CRNP
York	Terry	DO
Young	Patrick	MD
Zia	ljaz	DPM
Zimmerman	Lawrence	MD

PO BOX 2353 Harrisburg, PA 17105-2353



Patient name Patient address Patient address Date: Patient Name: Medical Record #: Dear: Attached is the financial aid application as requested. To avoid processing delays with your application, please use the checklist to verify all information has been completed or attached as required. Complete the financial aid application, sign and date. Use N/A if applicable. Copy of last filed federal tax return with all schedules. ☐ If you do not file please provide a letter stating the reason, sign and date the letter Proof of income is important. Applications without income information will be denied. Proof of monthly household income for all members of household: Current and complete bank statement for checking, savings, business accounts showing all transactions for the last 30 days as of the date of this application Current pay stubs for the last 30 days as of the date of this application You must send us copies if you get any of these benefits: Notice received from Social Security Administration indicating current year monthly benefit Any pension payments that are received monthly Notice received from Bureau of Unemployment for weekly benefit Current denial or approval from Medical Assistance/Medicaid if you have applied Copy of denial or exemption letter from the Marketplace, HealthCare Exchange Copy of alimony or child support agreement, letter, check or bank statement with deposit If you have no income, the person who helps you with daily living expenses must write a letter describing the dollar amount of assistance they provide and the reason. Your aid may be reduced or denied for refusal to enroll in a subsidized health plan due to the expanded Medicaid program in Pennsylvania. Call us if you have questions at 717-231-8989 or 1-877-499-3899 (toll-free), option 3. Sincerely. Patient Financial Coordinator



RETURN TO:

Patient Financial Coordinator UPMC in Central Pa P.O. Box 2353 Harrisburg, PA 17105-2353

FINANCIAL AID APPLICATION

If you have any questions, please call Patient Financial Support Services 717-231-8989 or 1-877-499-3899.

Last	First		MI	DOB
Address	City		State	Zip
SSN#	Phone #			
antor's Information (I	f Different Than Patien	t)		
Last	First		MI	DOB
SSN#	Phone #	Re	lationsh	ip
Name	Relationship	DOB		PMC in Central Pa Outstanding bills (Y/N)
ehold Income (PROV	/IDE PHOTOCOPIES O		Monthly	<u>Gross</u>
Wages: Self Spouse Others		_	Amo	<u>uni.</u>
Child/Spousal Su 401 K Plans/Oth Veteran's Admin Public Assistance	SSI or Workers Comp.	- - - - - -		

Expenses (NO PHOTOCOPIES N	IEEDED PLEASE EST Creditor Name	FIMATE THE AV Monthly Payment	ERAGE MONTHLY AMT) Acct Balance
Mortgage/Rent Auto Loans/Leases			
Credit Cards			
Bank Loans			
Taxes Personal Real Estate Medical Bills			
Prescription Medicines Spousal Support Child Care/Support Phone (including cell)/ Electric Water Gas/Oil Sanitation	Cable/ Internet		
Insurance Car Individual Home Health	Total Expenses		
	•		
Assets (PROVIDE PHOTOCOPIE Checking Account	Bank Name		alance of Account (\$)
Savings Account			
Christmas/Vac. Club Certificate of Deposit Money Market Acct. Stocks/Bonds Health Savings Acct. Trust Fund/Annuities Other Assets	toined in this and the		
I certify that the information con	itaineu in tilis appilca	idon is true and	complete.
Signature of Patient		Spouse	
or Guarantor Date:		Date:	