

It is the policy of Phoenix Children's Hospital to render services either free of charge or at a reduced amount to patients who are not able to pay for services and who are not eligible for outside financial aid or government healthcare programs. The determination for patients' accounts which may qualify for charity assistance should be made at admission, or as soon as possible, thereafter.

The need for Charity Assistance consideration may be identified by a patient's family members, attending physician, the Hospital's customer relations department, a social service agency, clergy, or any other member of the community who may be aware of the patient's financial situation.

Charity assistance will be available to patients receiving emergent or urgent care who actively seek, cooperate with and qualify under specific program eligibility requirements.

Charity assistance for elective care will be reviewed on a case-by-case basis.

Charity assistance is the payor of "last resort" for services provided by Phoenix Children's Hospital.

Charity determination is made based on the parent's/ responsible party's net income (after medical expenses), number of members in the household, and net worth.

The Hospital's Financial Counselor will process the patient account and obtain approval of charity assistance from the Director of Hospital or Physician Revenue Cycle Operations, Patient Financial Services Director, Chief Financial Officer, or Phoenix Children's Hospital Board of Directors.

A consistent sliding fee scale for patient liability will be used in assessing patient financial need. The monthly income limit for most Arizona programs is 100% of the Federal Poverty Level (FPL). Refer to the Financial Qualification Scale policy for details. The ranges displayed below will serve as a guide in offering Charity Care:

- 100% Charity Care (write-off) for a monthly income limit that is 100% of the Federal Poverty Level
- 75% Charity Care (write-off) for a monthly income limit that is 150% of the Federal Poverty Level
- 50% Charity Care (write-off) for a monthly income limit that is 225% of the Federal Poverty Level
- 25% Charity Care (write-off) for a monthly income limit that is 300% of the Federal Poverty Level

NOTE: Charity write-off requests which exceed a monthly income of 300% of the Federal Poverty Level may require further approval.