

Widely Publicized Checklist

1. **Paper Copies Available at "Public Locations"**: Do you have paper copies of the Financial Assistance Policy (FAP) and application available to the public for free at:

- the emergency department
- admissions areas
- as part of the intake (outpatient) and/or
- discharge (inpatient) process are you offering patients a FAP?

Suggestion: Train Access Staff to understand that the hospital only has to **offer** a plain language summary.

What do you need to have at these locations?

1. Financial Assistance Application
 2. Plain Language Summary
 3. FAP
 4. Billing and Collection Policy
- Are they translated (if applicable) and also available?

Translation of Plain Language Summary and Financial Assistance Application based on 5% of the population or 1,000 individuals, whichever is less likely to be affected or encountered by the hospital. May use "any reasonable method to determine such populations" and can use either U.S. Census Bureau or American Community Survey data. If there are fewer than 50 persons in a language group that reaches the 5-percent trigger, the recipient of federal financial assistance does not have to translate vital written materials to satisfy the safe harbor but may provide written notice in the primary language of the limited English proficiency (LEP) language group of the right to receive competent oral interpretation of those written materials, free of cost.

2. **Are the following Documents Available on Website:**

1. Financial Assistance Application
2. Plain Language Summary
3. FAP
4. Billing and Collection Policy

Questions? Call - 920-420-3420 or email: shawn@americollect.com

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Suggestion: 1. Each hospital should consider embedding a link on its home page leading viewers to a dedicated FAP webpage. This was one of the examples the Treasury provided.

Don't HIDE it in the Patients Section!

3. Conspicuous Written Notice (Statements): Does your billing statement include a conspicuous written notice that notifies and informs the recipient about the availability of FA under the hospital FAP including the telephone number of the hospital department or facility and direct web site address where copies of documents may be obtained?

- This is also required to be of sufficient size and clearly readable.
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4. Conspicuous Public Display: Do you have Conspicuous Public Displays (signs) that attract visitors' attention (in the emergency room and admissions area?) The final regulation requires these to be in "noticeable size" and in minimum "public locations" meaning emergency rooms and admissions areas.

- Suggestion:** The Treasury provided the following example for verbiage: "Uninsured? Having trouble paying your hospital bill? You may be eligible for financial assistance." Also include the website and telephone number for assistance. Finally, it is suggested that the signs have brochures that are basically the plain language summary.
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5. Notify and Inform the Community: How are you notifying and informing members of the community about the FAP?

- Churches
- Homeless Shelters
- Food Pantry
- Library
- Post Office
- Government Offices
- Power company low income program (LIHEAP)