

Colonial Outpatient Surgery Center

Other Discounts Policy:

Purpose:

The purpose of this policy is to establish governance and protocols for other discounts.

Persons Affected

This policy is applicable to all teammates, business associates (contractors, consultants, temporaries, volunteers, physicians, clinicians, and other workforce members at SCA), including all personnel affiliated with third parties.

Policy Statement:

Other Discounts, previously known as Courtesy Discounts, may be offered for the following scenarios. The set discount rate for the purposes below should not exceed 20%. If the discount does exceed 20% written approval will be obtained from the CEO, and Vice President of Operations.

1. Discounts on delinquent Self Pay A/R may be offered for immediate payment, via phone by credit card/debit card, electronic check, etc.
 - a. Self-Pay A/R should be at least 60 days old.
 - b. The center will send at least 3 statements and/or third-party letters (TSI)
 - c. The center will contact the patient or responsible party via phone at least once.
2. Case by Case Waivers
 - a. A waiver may be offered for emergent cases where authorization was not obtained after the claim has been sent to and denied by insurance. At that time, Colonial Outpatient Surgery Center, may waive the remaining balance. Waivers must be approved by the CEO or above on a case-by-case basis.
 - b. If the balance is written off, the following steps will be taken below:
 1. Write-Off Approval Form will be completed.
 2. Approval will be obtained by leadership.
 3. The approved Write-Off Approval Form will be scanned into the patient's account.
 4. A detailed memo will be entered into the patient account explaining the reason for the discount.

3. Teammate discounts

- a. Teammates with health insurance benefits are given a significant discount on co-payments and co-insurance when using an SCA facility. This reduces out-of-pocket costs for the teammate. As stated within the Benefit Plan Summary/Guide, "SCA facility fees are waived. However, enrollees in the Value or Select CDHP Plans must meet their deductible first."
 - i. High-Deductible Plans (Value or Select CDHP): Services performed at SCA-affiliated ASCs are covered at 100% after the deductible has been met. Deductibles on this plan cannot be discounted or waived.
 - ii. PPO Plan: Services performed at SCA Affiliated ASCs are covered at 100%. Deductible does not apply.
- b. Teammate discounts will not be offered for teammates having non-covered and cosmetic procedures.

The Business office manager will complete the Write-Off Approval Form and submit for approval with each discount. Below are the authorized signatures and the amounts that must be obtained before an amount can be written off.

Authorized Signature	Write Off Amount
Business Office Manager	\$2 - \$5,000
Administrator/CEO	\$5,001 - \$15,000
Vice President/ Director of Operations	\$15,001 - \$50,000
Senior Vice President	\$50,001 and over

The discount must be applied before the claim is generated; therefore, the Third-Party Payor and patient equally benefit from the discount.

Discounts for these reasons generally should not exceed 3% of monthly gross revenue or number of cases performed each month. The Business Office Manager will be responsible for monitoring these discounts and notifying the Administrator of any excess discounts.

Enforcement:

Any teammate found to have violated this policy may be subject to disciplinary action, up to and including termination of employment. Business associates found to have violated this policy may be subject to financial penalties, up to and including

termination of contract. SCA Health policies and procedures are confidential proprietary information that should not be disclosed to individuals outside SCA Health. All confidential or proprietary information should be protected against theft, loss, and unauthorized disclosure.