

**Medlink Management Services, Inc.  
Lake Butler Family & Pediatric Clinic  
Rural Health Clinic Policy Manual**

Policy #: 28-07-01

Title: Charity/Indigent Care Qualification and Write Off

Applies To: Rural Health Clinic

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**POLICY:** It shall be the policy of Medlink Management Services, Inc d/b/a Lake Butler Family & Pediatric Clinic (LBF&PC) to identify all charity/indigent care patients having no insurance or other forms of third-party liability coverage and whose monthly income is 200% or less of the currently published federal poverty guidelines, through a qualification process and to appropriately qualify and write-off indigent care accounts for all hospital and clinic services monthly. (See Attachment A) Rural Health Clinic Sliding Fee Scale.

**PURPOSE:** To establish guidelines on the qualification and write-offs of charity/indigent care services provided by LBF&PC.

**PROCEDURE:** SERVICES COVERED UNDER THIS POLICY:

- 1) Clinic services to include:
  - a. Preventative Services
  - b. Behavioral Health Services
  - c. Immunizations
  - d. Well-child Care
  - e. Annual Physical Exams
  - f. Evaluation & Management Services

**APPLICATION FOR FINANCIAL ASSISTANCE COMPLETION:**

1. LBF&PC will complete an Application for Financial Assistance (see Attachment B) on those patients without verifiable insurance or other forms of third-party liability coverage to determine eligibility for the LBF&PC's charity/indigent program. To qualify for the program, a Financial Assistance Application is required to be

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completed and signed by the patient attesting that the information provided is correct and accurate.

**INDIGENT CARE QUALIFICATION:**

1. If the patient does not have any health insurance benefits or other third-party liability coverage available to pay for the services covered under this policy, and their income meets the current federal poverty guidelines at 200% or less for the household as published by the most recent Federal Register, proceed with offering the sliding fee schedule discount as outlined in Uninsured “Sliding Fee Scale” Discount Policy 11-02-24.

**WRITE OFF PROCEDURES:**

1. All accounts qualifying as Charity/Indigent shall be reviewed monthly by the Patient Accounts Department to verify that all required documentation and applications for assistance were completed and included in the patient’s electronic registration record and appropriate qualification criteria were followed. After review of all eligible accounts and authorization by the Controller, the qualifying accounts shall be written off as Charity/Indigent Write Offs monthly. An electronic Excel file will be compiled and reconciled with the actual write offs for the month and submitted monthly to the Accounting Department for all accounts written off as Charity/Indigent Write Offs during the reporting period.
2. The qualification of any accounts as charity/indigent under this policy does not prevent the collection of any accounts written off as charity/indigent from

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being collected at any time third party liability coverage is identified. In the event the account has been prior written off as charity/indigent and collection is obtained, the amounts collected shall be posted to the patient's account as a Recovery of Charity/Indigent credit. All recovery of charity/indigent amounts shall be reported in the hospital's general ledger as Other Operating Income-Recovery of Charity/Indigent. These amounts will be reported as a credit on any future charity/indigent writes offs.

**ATTACHMENTS:**

- A) Rural Health Care Sliding Scale
- B) Application for Financial Assistance

**ASSOCIATED CROSS-REFERENCES:** 11-02-06 Up Front Collections policy, 11-02-24 Uninsured "Sliding Fee Scale" Discount Policy