ADMINISTRATIVE POLICY & PROCEDURE
for the
E.J. NOBLE HOSPITAL
GOUVERNEUR, NEW YORK 13642

FINANCIAL ASSISTANCE
[CHARITY CARE & SLIDING FEE DISCOUNT]

Date Issued: 7/07          Page: 1 of 2
Date Reviewed: 11/09       Date Revised: 12/09

POLICY: It shall be the policy of E.J. Noble Hospital that financial assistance will be
offered to New York State residents who are low income* patients with no health
insurance, exhausted health insurance benefits or the inability to pay co-payments
or deductibles for services rendered.

[*Low income means at or below 300% of the Federal Poverty Level.]

PROCEDURE:

1. Information regarding financial assistance options, including eligibility criteria,
income limits and the application process, shall be published, and made readily
available to patients served, in the facility’s “Financial Assistance Summary.”
[See Attached.] The Financial Assistance Summary will be reviewed/updated
annually when the Federal Poverty Level is updated.

2. The Financial Assistance Summary shall be publicly available in the Emergency
Department waiting room, Patient Registration, and the Article 28 Clinic waiting
rooms. Additionally, the document shall be available in the Patient Accounting
Office, Credit & Collections Office and Patient Advocate Office.

3. Notification that the facility offers financial assistance is printed on all patient
bills and account statements. Bills and collection notices will routinely be held
once a patient has initiated the application process for financial assistance.
Patients will be advised that they are not required to make any payment on a bill if
they are applying for financial assistance and the hospital has not yet rendered a
decision on the application.

4. Any patient with financial concerns is encouraged to discuss their concerns with
staff in the Patient Accounting, Credit and Collections Office and/or the Patient
Advocate. Staff will be available to assist patients, to the extent necessary, with
understanding financial assistance options, completing the financial assistance
application process, applying for Medicaid or other government sponsored health
insurance coverage and arranging final payment of any amount due on the
patient’s bill.
5. The Credit & Collections Office and/or Patient Advocate will make intermittent attempts to contact patients with no insurance regarding financial assistance options. A patient account is not referred to collection services (either in-house or outside) until at least 120 days after the date of service/discharge or after an application for financial assistance has been accepted/denied by the facility, whichever is longer.

6. Financial assistance in the form of a “sliding fee” discount will apply to accounts, where the verified family income falls within the “E.J. Noble Hospital Income Guidelines for Sliding Fee or Charity Care.” [See Attached.] A Sliding Fee discount must be approved by the Patient Accounting Supervisor. The approval is valid for six months and will be applied retroactively for up to three months prior to the date the application is approved. Patients will have 30 days from the date the application is approved to pay in full or make payment arrangements. If payment arrangements are not maintained by the patient, the account may be referred to collection services.

7. Financial assistance in the form of “Charity Care” will apply to accounts, where the verified family income falls within the E.J. Noble Hospital Income Guidelines for Sliding Fee or Charity Care. Charity Care must be approved by the Patient Accounting Supervisor. Charity Care is approved and no payment is expected only for a specific date of service/discharge.

8. A patient may qualify for either Sliding Fee discount or Charity Care or both with a single completed application. Self attestations of income levels may be accepted when deemed appropriate by the Patient Accounting Manager, such as in cases where the patient is unable to provide customary documentation of income because of recognized cultural circumstances, self-employment or non-traditional means of personal income.

9. The Patient Accounting Supervisor will maintain a quality improvement process which will include internally monitoring compliance with this policy.

SOURCE: New York State Public Health Law Section 2807-k
SIGNATURES ON FILE

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<td>Administrator</td>
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