	Enterprise Revenue Cycle Customer Service Division/Function	Policy #	ERCP212
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POLICY – SA 400

1. Purpose/Scope

All Maryland Hospital (WVUHS) Entities*


The following Billing and Collections Policy outlines the billing process used by West Virginia University Health System's Hospital Revenue Cycle Department (WVUHS HRC) for Maryland Hospital facilities to collect medical bills incurred by our patients. It also outlines any Extraordinary Collection Actions (ECAs) that WVUHS HRC will use during the billing and collections process.

WVUHS acknowledges that there are patients who do not possess the ability to pay for medically necessary healthcare services. The WVUHS Financial Assistance Policy (Policy II.015S) outlines the Policy and Procedures around obtaining financial assistance for these bills.

In order to maintain consistency throughout the WVUHS enterprise, the policy set forth below will be adopted by all Maryland Hospital facilities.

- A. Amounts Charged and Discounts
 - a. A hospital will produce the same charge amounts regardless of the existence of third-party insurance coverage, government insurance coverage, or no insurance coverage.
 - b. Patients with third party coverage will be billed for an amount specified by the third party insurer when the claim is processed.
- B. West Virginia University Health System adopts this policy and procedure for Maryland Hospital Facilities
- C. Extraordinary Collection Actions (ECAs)
 - a. If the patient does not pay the bill within the timelines specified below, the hospital may engage in the following Extraordinary Collection Actions (ECAs):
 - i. Commence a civil action against an individual
 - ii. Place a lien on an individual's property.
 - iii. Garnish an individual's wages.

Initials:

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D. Financial Assistance

- a. WVUHS will make reasonable efforts to ensure that patients who are eligible for Financial Assistance according to the Hospital's Financial Assistance Policy (Policy II.015S) have the opportunity to apply for such assistance.
- b. Information Regarding Financial Assistance will be available:
 - i. through our website: www.wvumedicine.org
 - ii. by calling Customer Service at 844-484-2357
 - iii. By logging into your MyWVUChart account at <https://mywvuchart.com/MyChart/FinancialAssistance/>
 - iv. at Patient Access points and upon admission and/or discharge from a facility in plain language publications
 - v. through postings in public areas of the facility (including admission areas, waiting rooms, and emergency room)
 - vi. on billing statements and/or appointment letters
 - vii. through in person and telephone conversations regarding bill payment
 - viii. other means that make the policy available to our patients and our community at large.
- c. Sufficient time will be allowed for the patient to apply for Financial Assistance through the Notification and Application Periods outlined in the Financial Assistance Policy.

2. Prerequisites

3. Responsibilities

Enterprise Customer Service Team

4. Procedure

[Maryland Billing & Collections Procedure](#)

Initials: