



**Pekin Meme me Ioi Niwinimang (Billing and Collections)
Ennukun me Fefferun Neuch Kei Pioing Meinisin
(Administrative House Wide Policy and Procedure)**

Pwungun/Tufichin Campus	Iten Department	Mwumwutan Pwungun
Salem Health Hospitals me Clinics me West Valley Hospital	Revenue Cycle	Director, Revenue Cycle

Pwinin Maram Epwe Pwoputa Manamanan: July 2024	Pwinin Maramen Katon Sefan: June 2027
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Makketiw Iteiten Aramas me Wiiser ika Aar Kamiti	Porousen Taropwe	Pwinin Maramen an a Kopwunguno
Manacher, an ewe Mi Semwmwen Pekin Meme	Ekkesiwin	06/2024
Chon Angangen Revenue Cycle Workflow	Katon Sefan	07/2024
VP, Pekin Moni	Katon Sefan	07/2024
Meinapen Pekin Moni	Katon Sefan	07/2024
Directorun Systems Revenue Cycle	Ekkesiwin	07/2024
Pwinin Maram a Katou Saingon Pwungun (SH me WVH)	Saingon Pwungun	07/2024

Awewei non mochomoch kei minafon ekkesiwin mei kawor ren ennu, angangen, ika fefferun me pwata e wor kei ekkesiwin:

Pachonong meinisin porousen ewe mei semwmwen anongonong won ewe House Bill 3320 Epwe affatoch an pioing me kewe nenien ioi niwinimang angang won kewe "Extraordinary Collection Activities".

Masowen Kewe Ennu

Euchean Pwopwun/Porousen Ennu

Ewe Ennu epwe awora pwopwun an wor ekkewe ekkoch angangen ioi niwinimang me non an ekkewe mi semwmwen akaun, pachonong met mei pwan ioi me non ewe Salem Health ika ekkewe ekkoch nenien ioi niwinimang ika kewe neeni ren pekin ennu.

Ina ennukun Salem Health repwe no chei ar repwe ioni an ekkewe mi semwen nusun niwinimang seni ekkewe mi semwmwen iir mei tongeni meni. Salem Health repwe awora ar repwe tafa/kutta io kewe mei semwmwen ika io neir mei eucheani pekin aninnisin moni. Ennukun ioi niwinimang epwe pwan chew ngeni meinisin non nenneppek ngeni meinisin mei semwmwen ika mwo mei wor neur insurance. Meinisin ennukun angangen ioi niwinimang repwe chok ataitap me nomw fan nurun ennu me non Salem Health. Ren ekkewe mei semwmwen rese tongeni repwe meni unusan ika parin ar kewe niwinimang, epwe fiti ewe Ennuken Pekin Aninnisin Moni.

Ekkewe nenien ioi niwinimang ika pekin imwen kepwung/ennuk repwe pwan maketiw nupwen repwe tori keukun ar ioi me pekin kametiw a it. Kewe nenien ioi niwinimang mei tongeni awora aninnis fansoun kewe mi semwmwen rese chiwen fiti ngeni ururun ar kametiw niwinimang, rese menatiw ar niwinimang, ika rese fen mochen repwe awora pwopwun ika awora tungoron pekin Aninnisin Moni. Kewe nenien ioi niwinimang me chon angangen imwen kepwung resapw tongeni pwaari porousen ekkewe aramas fan iten sufenu aramas. Meinisin nenien ioi niwinimang me chon angangen pekin ennu me imwen kepwung repwe fiti ngeni kewe ennukun HIPAA ren pekin tumunun porousen an aramas semwmwen.

Tettenin Angang/Feffer

Met Ururun Kopwe Sinei ren Pekin Moni

Ren pekin fitiochu ngeni kei Ennu me Ennuken Pekin Aninnisin Moni (Financial Assistance Policy), Salem Health epwe affataochuw an porous ngeni ewe mei semwmwen ren met ururun epwe sinei ren pekin meme me niwinimang non keukun ar tongeni me awora chon chiaku.

1. Ekkewe mi semwmwen repwe ani sekining ar repwe weweiti usun ar kewe insurance me met iir mei tongeni meni me awora kewe sokkun taropwe mei eucha ren an epwe anisi pekin ioni niwinimang.

2. Ewe mei semwmwen epwe pwan ani sekining an epwe awora ewe mailing address mei pwung non ewe fansoun me fansoun an epwene mwokut seni ew neeni. Ika e wor ew akaun ese pwung an address, iwe ururun epwe wor "Reasonable Effort" epwe kawor me mwan.
3. Mi tongeni an ewe mi semwmwen epwe menatiw ika deposit memen pekin aninnis anongonong won kewe meme (me nukun chok fansoun churi doctor ren safei atapwanapwan ika churi Emergency Room) ika kewe meme mei kametiwi mwirin ewe pekin aninnis a kawor anongonong won met iir mei piin feferi ren pekin meme me non Salem Health.
4. Ekkewe mei semwmwen repwe ani sekining ne menatiw kewe meme ika niwinimang ururun repwe pwusin meni won aar pachonng ekkewe nusun ese kameu me ren neur ewe insurance.
5. Ika ewe mi semwmwen mi wor an niwinimang me mwan, Salem Health ina repwe awora tungorun kametiwen kewe minenomwun niwinimang mwen ar repwe anisuk ika mwutata omw apoinmen ika churi doctor. Ika pwun ese tongeni wor affer ren an ewe mi semwmwen Pekin Meme me loi Niwinimang fan pwungun kewe ennukun nenien ioi niwinimang, iwe ekkewe pekin aninnisin safei ese atapwanapwan mei tongeni esapw ketiw ika epwe chok anongonong. Ren ekkewe pekin safei ika churi doctor ese atapwanapwan iwe mei euehea epwe wor ewe kametiwi (deposit) me mwen safei.

Ioien Pekin Insurance

Salem Health repwe chok sopweno ne fiti ngeni met ar ennuke ren ar repwe no chei an esapw mangono me epwe pwung ekkewe meme mei kawor seni ekkewe chon meni insurance ("Chon Meni") me ewe mi semwmwen. Ika Salem Health mei angei meinisin met kewe ururun taropwe repwe angei seni ewe mi semwmwen, nge ese mwo faenini ew claim ngeni ewe Chon Meni niwinimang, nge ewe Chon Meni niwinimang ese mochen menatiw pwokiten an mang, iwe ewe mei semwmwen epwe ekieki an sekining ne meni na keukun. Nge ika, Salem Health mei fateiti pwun mei mang taropwe ne kawor, ese pwung keukun niwinimang me meme ika ese nafoch porous mei euehea iwe ewe mei semwmwen epwe wisen ani sekining. Liability Insurance (aninnisin memen ekkewe aramas mi feiengaw ika pisek mi ta reom) ese tongeni kameu seni kei angangen ioien Insurance.

Salem Health repwe tongeni tiin ekkewe (third-party vendor) repwe wisen ioni we niwinimang ika meme fansoun epwe wor chon awora claim faniten kewe niwinimang ese kametiwi me ren ewe ururun chon meni. Salem Health repwe pwan tongeni tiin ngeni ekkewe (third party) nenien ioi niwinimang repwe no chei io e pepeni ika mang ne menatiw niwinimang. Salem health repwe tiin ngeni kewe (third party) chon ioni niwinimang repwe wiseni ioni niwinimang e mang me ren kewe (third party) chon kame anongongong won an Salem Health mwanino iwe ekkei sokkun osukosuk epwene tipisin ewe chon niwinimang. Salem Health mei awora pwuung an emon epwe pwarata ika pwun e wor ar mwanino me ika Salem Health e kuna me pwarata pwun esapw ar mwan iwe epwene tipisin ewe mei semwmwen. Ewe mei semwmwen epwe sainnei (sign) taropwe ne mwutata and Salem Health repwe mina niwinimang ngeni an ewe mei semwmwen health plan, insurance, me ekkewe (third party) chon meni, iwe repwe pwan fiti ngeni met Salem Health ra ani eureur me tungor ren porous repwe awora ngenir fan iten ar kewe health plan me kewe kompanien insurance re neuneu. Chinoon chok ika pwun ewe mi semwmwen mei tungor esapw wor katoun porous fan iten ar semwmwen ngeni ewe health plan ren ar resapw mwutau porousan ar meni niwinimang ika ese nomw fan nurun ennuke, me Salem Health resamwo pin sinei ika wor esinesin pwun a fen kametiwi unusen en niwinimang.

Salem Health repwe awora keukun ppopwun ar repwe sotuni ne ioni kewe niwinimang mei fat ngeni kewe minne repwe meni (Chon Meni), ikanair minne Salem Health mei wor ar contract rer me pwan ekkewe chon meni ese wor neur contract fengen ren ekkewe pekin aninnis mi kawor ren an epwe omwusa an ekkewe mi semwmwen niwinimang.

Etipeewin An Mei Semwmwen Epwe Pwusin Meni an Niwinimang

Salem Health repwe feri angang mei anonopoku me anonno fengeni ioien an mei semwmwen niwinimang repwe pwusin menatiw me repwe amwonomwonano seni ekkoch me awora sufenu ewe mei semwmwen. Aninnisin moni epwe kepwungununo ren ekkewe mei semwmwen iir mei pwarano pwun ar moni tonong esapw naaf ren ar repwe menano unusan.

1. Ei pekin ioien niwinimang seni ekkewe mei semwmwen epwe fiti ennuke me pwungun mi affat me non ennukun Salem Health. Salem Health me kewe kinikinin iir mei awora anen an ekkewe mei semwmwen repwe kapas eis me eisech porousen ar niwinimang, iir mei awora ew nampun tengua ese kame an ewe mei semwmwen epwe keru me pwan ar address ren ar repwe tongeni makke ngenir. Na nampun tengua me address ina epwe makketiw non an ewe mei semwmwen taropwen niwinimang me taropwen affata inet repwe ioni niwinimang seni ewe Salem Health Salem Health epwe sotuni ne mwittir kekkeri safan ewe mei semwmwen non keukun ar tongeni, me nukun chok ika pwun a nuu seni 5 raan mwirin.
2. Salem Health repwe tiini keukun me fan 3 taropwen an ewe mei semwmwen kametiwi me nusun an niwinimang, epwe affata ngeni ewe mei semwmwen keukun epwe menatiw me inet epwe tongeni amasowa neun tungorun aninnisin meni niwinimang ren ewe taropwen apilikeison ren Aninnisin Moni.

3. Salem Health repwe awora an epwe kawor an ootootun kametiwi niwinimang (payment plan) anongonong won nonnomwun ewe aramas. Salem Health resapw pwan tiki niwinin an epwe kewe ootooten kamen niwinimang me pakkingin kewe payment plan.
4. Ika ewe mei semwmwen e pwan wor met aninnis mei pwan angei me mwirin me a pwan wor kapachetan an niwinimang, Salem Health repwe tongeni anapano ewe meme ekan memmenatiw anongonong won an tongeni.
5. Ewe mei semwmwen mei meni niwinimang non eureuren ranin kametiwi usun met mei kawor non etipe ew iwe esapw pwan wor kapachetan an niwinimang ika pakking.
6. Ewe mei semwmwen ese menatiw niwinimang usun met mei nomw non etipeew, ika e mang ne esinesin ika porousei an ootooten kame, Salem Health repwe tinano ren ewe nenien ioi niwinimang fan iten kewe rese menatiw ar niwinimang.
7. Salem Health repwe katon ekkewe mei semwmwen ese wor neur insurance, kewe iir mei nomw won och prokramen state medical assistance (aninnisin safei), me kewe mei wor ar niwinimang seni \$500 etta won neur taropwen niwinimang me mwun ar repwe ngenir neur taropwen niwinimang. Me mwun repwe tinano ewe mei semwmwen niwinimang ngeni kewe nenien ioi niwinimang, Salem Health epwe awesano an pekin chosani porousen an ewe aramas niwinimang.

Euclidean Angangen Ioi Niwinimang (Extraordinary Collection Actions (ECAs))

Salem Health resapw feri angangen ioi niwinimang fan nurun en ECAs epwe sanger seni met mei affat non 501(r) ururun met repwe feri. Met Salem Health repwe tongeni feri, ika ngeni kewe nenien ioi niwinimang ar pochokkun ne feri ar angang, epwe nongonong won ar repwe angei kewe taropwen niwinimang epwe pachonong:

1. Repwotun porousangawen ewe aramas ngeni kewe consumer credit reporting agency ika credit bureau
2. Kewe angang epwe fer me non imwen kepung ika angangen imwen kepung ika enuk

Anongonong won ach ewe itenap “No Patient Harm is Acceptable to Us,” (Esapw Wor Efeiengaw Ngeni Mei Semwmwen Epwe Ketiwi Me Rech), ekkewe Salem Health Hospital me Clinic resapw fiti angang ioi niwinimang ika “Extra Collection Activities” seni mei semwmwen epwe senuk ika nap seni ururun.

Ikei met mei tongeni epwe fis, nge rese nomw fan nurun ekkewe ECAs:

1. Taropwen claim mei kawor seni pioing fan iten osupwang (bankruptcy).
2. Ngeni kewe nenien ioi niwinimang an emon mei semwmwen akaun.

Salem Health esapw pwan mwuut ngeni kewe nenien ioi niwinimang repwe fiti ngeni och ECAs.

An Salem Health Angangen Kutta Kewe Mei Semwmwen Mei Tongeni Repwe Neuneu Aninnisin Moni

Salem Health repwe aporoua fatanei ngeni aramas nupwen epwe wor kewe aninnisin moni me awora ar angangen kutta kewe aramas mei tongeni repwe neuneu kei aninnis. Kewe pwapwun me kinikin mei affat me ren an emon epwe tongeni neuneu kei aninnisin moni mei affat non kewe enuk. Salem Health epwe pwan afata ngeni emon me emon nupwen a wor kewe pekin aninnis 30 raan mwun ar repwe ngeni kewe nenien ioi niwinimang ar kewe account ren ar repwe angei kewe niwinimangen aninnis seni pioing ren ar repwe:

1. Awora taropwen esinesin ngeni ewe aramas epwe affat ika ewe aramas mei tongeni neuneu kewe pekin aninnisin senis, epwe affatetiwi pwun Salem Health e mochen pwun epwe wor third party repwe masamas ne meni ewe niwinimang.
2. Awora esinesin ngeni ewe aramas e wanong taropwe ese weseoch ne ammasow me met kan mei euhea repwe amaswano me awora ren neur apilikeison ika taropwen tungor.
3. Awora ngeni ewe aramas ew Plain Language Summary ika eoch taropwen epwe chok mesenapei porousen enukun ewe Enukun Aninnisin Moni non taropwe.
4. Repwe pwan euheani ne esinei ngeni ewe aramas porousen enukun ewe pekin enukun aninnisin moni seni Salem Health.

Fansoun Amasowaen ewe Apilikeison ren Aninnisin Moni

Ewe Pioing afen awora angangen ferun taropwe ren kewe iir mei tongeni neuneu ei pekin aninnisin moni. Ewe tungoron aninnisin moni epwe ketiwi seni ewe mei semwmwen won winikapan, ika pwan ekkoch fan asengesin ewe mei semwmwen. Ei mi tongeni pachono nge esapw chok keukuno won, ewe epwe wisen tupwuni ika masamas fan iten ewe mi semwmwen, ika chon angangen pioing.

Tungoron aninnisin moni mei tongeni epwe kawor me mwan, atun, ika mwirin ewe fansoun safei ika churi doctor. Ika ewe mei semwmwen e wanong neun ewe apilikeison mei unusoch masowan, Salem Health mei tongeni angang won an epwe finata non 21 raan.

Nenien Ioi Niwinimang

Third party (kewe chon ioi niwinimang) repwe pwopwuta ne feri ar angangen ioi niwinimang fansoun kametiwen niwinimang a koon nien mangono. A tongeni an epwe wor ew ika ruu nenien ioi niwinimang. Ika ewe aewin pekin ioi niwinimang ese tongeni ioi niwinimangan ewe aramas, epwe awora taropwen esinesin ren porousongawen ika tikingawen ewe aramas ese memmeni an niwinimang ngeni ekkewe ekkoch nenien ioi niwinimang (credit reporting agency ika credit bureau). Kei nenien ioi niwinimang repwe tongeni aninnis ren ar anisi kewe mei semwmwen ne angang ar repwe meni ar kewe niwinimang, ika kewe rese menatiw unusen ar niwinimang, ika rese mochen chiwen menatiw ar kewe niwinimang me ekkoch taropwe epwe tongeni anisireta ne pwarata pwopwun ar tungor aninnisin moni.

1. Kewe chon ioi niwinimang repwe pwan fiti ngeni ne awora mwonomwon me sufen ngeni ewe mei semwmwen. Meinsin kei nenien ioi niwinimang repwe fiti ngeni ennukun ewe HIPAA mei kawora ika fer ren tumunun kewe mei semwmwen.
2. Fansoun repwe katon kewe akaun epwe no ngeni kewe nenien ioi niwinimang, an ewe aramas sekining an epwe epwungano:
 - a. Mei wor pwopwun an epwe wor nukunuk pwun ewe mei semwmwen mei wor an niwinimang.
 - b. Meinsin chon meni niwinimang repwe sinei keukun niwinimang me epwe kawora ngenir esinesin pwun ewe niwinimang an ewe mei semwmwen sekining. Nupwen ewe mei semwmwen epwe afata pwun ese chiwen tongeni epwe meni unusen an ewe niwinimang fan ew chok, epwe wor ketiwen an epwe kawor oooten kame seni ewe mei semwmwen me epwe awora taropwen pwarata pwopwun an ese chiwen tongeni meni an ewe niwinimang.
 - c. Ewe mei semwmwen epwe wor an tufich ren an epwe wanong ika awora neun apilikeison ika taropwen tungor ren pekin Aninnisin Moni ika epwe sinei pwun a fen wor eumeum pwun ese tongeni chiwen meni niwinimang. Epwe wor euechan ar repwe afota kewe mei semwmwen ese wor neur insurance ika iir mei nomw won kewe Aninnisin Safei (Medical Assistance), ika pwan ekkoch pekin aninnis anongonong won met kewe ar osupwang.

Anennepekun Tufich

Nupwen epwe wor etipeew won angangen ioi niwinimang, Salem Health epwe fiti ngeni kewe sokkopaten ennukun mwun esapw wor ar repwe nifinifin aramas anongonong won iir chon ia, iir mwan ika fefin, ierir, ar namanam, ian re etto me ia, ika iir mei pupunu ika nipich, iir mei sani mwan ika fefin, teriir, ar angang ngeni pekin sounfiu, me pwan ekkoch pekin mei nomw fan nurun kewe sokkopaten ennukun mwuun federal, state ika sopw.

Amwonomwona Porous

Chon angangen Salem Health repwe fiti ngeni ennukun amwonano me sufoniti porousen ekewe mi semwmwen. Salem Health repwe fiti ngeni ennukun ewe HIPAA ren angangen tumunun porousen kewe mei semwmwen.

Wewen – Makei N/A ika pwun ese pwan weneituk ei kapas eis
N/A
Pisekin Angang- Makenong N/A ika ese weneituk – N/A
N/A
liten ika nampan ika liten Mi Pachonong- Makenong N/A ika ese weneituk – N/A
N/A
An Ekkewe Meinapen Consultant Position-
N/A
Taropwen Affat (Repwe pwarata Taropwen pioing ika porousen ewe mei semwmwen seni ikanai tori 5 ier sia tou seni):
N/A
Nongonong won CBT’s, EnnuK, Fefferim Angang ika Epic Protocol Cross Reference Information – Makei N/A ika ese weneituk
N/A
Computer Search Words (Kapasen Kuttan Porous me non Komputer)
Pekin Meme, Ioi Niwinimang, Aninnisin Moni
Mei wor Met Mei Euecha Epwe Kawor? Ewer ika Apw
Ewer, 501(r)

Katon Sefan me Ekkesiwin Porousen Fansoun Sia Tou Seni		
Porousen Fansoun Sia Tou Seni	Katon sefan ika Ekkesiwin	Pwinin Maram
Pachenong meinisin porousen ewe mei semwmwen anongonong won ewe House Bill 3320 Epwe affatoch an pioing me kewe nenien ioi niwinimang angang won kewe "Extraordinary Collection Activities".	Ekkesiwin	07/2024
Kei ennuK resen nomw won ewe website nge mi nomw non kewe PFS futo. Epwe publish sefan usun met ewe 501(r) mei eucheani me pachenong kaworen porous non an ewe mei semwmwen fos ren met mei euehea epwe awora ren an ewe address me pwan ekkoch porous euehea epwe awora fan nurun ewe etipeew ren an epwe pwusin meni an niwinimang.	Ekkesiwin	01/2023
Minafon EnnuK	Minafo	11/2016