

	<b>Ethics &amp; Compliance Department</b>	
	<b>Policy No.: 303</b>	<b>Created:</b> 01/2007
		<b>Reviewed:</b> 05/2023
	<b>Revised:</b> 10/2020	

## **PROFESSIONAL COURTESIES AND PATIENT DISCOUNTS**

### **SCOPE:**

Applies to all Envision Medical Group (“EMG”) teammates associated with the billing and coding process in any way, including all internal and external billing companies utilized by EMG. For purposes of this policy, all references to “teammate” or “teammates” include temporary, part-time and full-time employees, independent contractors, covered persons, clinicians, officers and directors.

### **PURPOSE:**

Envision Healthcare and its subsidiaries and affiliates (“Envision” or “the Company”) has adopted this Professional Courtesies and Patient Discounts policy to establish specific and limited circumstances under which it is permissible for a representative of EMG to waive or reduce a patient’s obligation to pay any amount owed to the Company for the provision of medical services, including co-insurance or deductible amounts.

### **POLICY:**

The Company’s teammates and internal/external billing entities may not waive or reduce a patient’s obligation to pay amounts owed for the provision of medical services except in limited circumstances as described below. This policy applies to all patients, regardless of type of medical coverage.

### **PROCEDURE:**

The amount a patient is obligated to pay, including co-pays, deductibles, and any other remaining amounts owed (“patient’s responsibility”) may be waived or reduced under the following circumstances:

- A. When patient is unable to pay for the services provided. A request to waive or reduce a patient’s responsibility under this paragraph B must be referred to and reviewed by the Company’s Revenue Cycle Management Customer Care team.
  
- B. When a patient expresses concern around the care provided. A request to waive or reduce a patient’s responsibility under this paragraph C must be referred to and reviewed by the Company’s Risk Management team.
  
- C. When the cost of billing and collection of the patient’s responsibility would exceed, or

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be disproportionate to, the amount to be collected.

D. When the waiver is made after reasonable efforts have failed to collect the patient’s responsibility directly from the patient, referred to as bad debt write-offs. Waivers under this paragraph D must follow the Company’s standard collection policies.

**“No charges” or discounts applied, pursuant to paragraphs A-C above, must be applied equally to all payors for the patient’s claim.**

**A patient’s responsibility will not be waived or discounted under any circumstance not explicitly stated above. This includes requests from teammates for waivers and discounts for friends and family members.**

Waiver or reduction of co-insurance or deductible amounts that do not strictly comply with the above policy standards are subject to potential criminal and civil sanctions and are strictly prohibited by this policy.

Questions related to the waiver or reduction of any portion of a patient’s responsibility should be directed to the Ethics & Compliance Department.

**POLICY REVIEW**

The Ethics & Compliance Department will review and update this Policy, as necessary, in the normal course of its review of the Company’s Ethics & Compliance Program.