



United Methodist Center - 16400 Huebner Rd - San Antonio, TX 78248

San Antonio Methodist Hospital System

Professional Clergy Family Courtesy Discount*

20% up to \$1,000 for participant out-of-pocket expenses for clergy & immediate family members



Must notify hospital admissions at time of registration of Clergy status to be indentified in MH computer system

**See HCA Policy Description for additional details*

Methodist Hospital	7700 Floyd Curl Dr., San Antonio, TX 78229	210-575-4000
Methodist Specialty & Transplant	8026 Floyd Curl Dr., San Antonio, TX 78229	210-575-8110
Metropolitan Methodist Hospital	1310 McCullough Ave, San Antonio, TX 78212	210-757-2200
Northeast Methodist Hospital	12412 Judson Rd, San Antonio, TX 78233	210-757-7000
Methodist Hospital Stone Oak	1139 E Sonterra Blvd, San Antonio, TX 78258	210-638-2000
Methodist Ambulatory Hospital	9150 Huebner Rd, San Antonio, TX 78240	210-575-5000
Methodist Texsan Hospital	6700 IH 10 West San Antonio, TX 78201	210-736-6700
Methodist Hospital South	1905 Hwy 97 East, Jourdanton, TX 78026	830-769-3515

Private room differentials will not be included except to the extent that they fall under the above amount. Clergy having financial difficulties may be offered payment arrangements or may be eligible under charity policy.

HCA, Inc.

DEPARTMENT: Support Services		POLICY DESCRIPTION: Professional Courtesy Discount for Clergy
PAGE: 1 of 3		REPLACES POLICY DATED: 8/25/08 10/12/18
APPROVED: 3/6/09	REVIEWED: 10/02/09	RETIRED:
EFFECTIVE DATE: 03/24/08		REFERENCE NUMBER: SAN.PP.SS.1009

SCOPE: Professional Courtesy Discounts for members of the clergy and/or their immediate family members.

PURPOSE: The purpose of this procedure is to establish guidelines for Customer Care staff extending professional courtesy discounts to members of the clergy utilizing services at any facility within the Methodist Healthcare System.

POLICY: A professional courtesy discount equaling 20% of total charges, not to exceed \$1000, will be offered to any member with religious affiliation and/or their immediate family member utilizing the services of any Methodist Healthcare System facility listed below:

Methodist Hospital
Methodist Specialty and Transplant
Metropolitan Methodist Hospital
Northeast Methodist Hospital
Methodist Ambulatory Surgical Hospital
Methodist Stone Oak Hospital
[Methodist Texsan Hospital](#)
[Methodist Hospital South](#)

Private room differentials will not be written off except to the extent that they fall under the above write-off amount or other membership program discount.

Clergy having financial difficulties may be considered for eligibility under our Charity policy. Clergy can also request a payment arrangement under the Tier C Balance Resolution Plan.

Discounts are not allowed for Clergy who are Federal Health Care Program beneficiaries (e.g, Medicare, Tricare, etc.), unless the hospital makes a good faith determination of the financial need.

Definitions: “Clergy” will be defined as priest, pastor, reverend, rabbi, sheik, or anyone ordained for leadership of a religious affiliation.

“Immediate Family Member” will be defined as husband, or wife, birth or adoptive parent, child, or sibling; stepparent, stepchild, stepbrother or stepsister; father-in-law, daughter-in-law, brother-in-law, or sister-in-law; grandparent or grandchild; and spouse of a grandparent or grandchild.

PROCEDURE:

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Responsible Party	Action
Patient Access Registrar	During the process of registering the patient, clergy affiliation or immediate family member should be identified and documented into Meditech or Artiva. An email should be sent to SARS CS Facility Inquiry email address for customer service to monitor account for final bill.
Customer Care Rep	Receives call from patient who identifies themselves as a member of the clergy or their immediate family member. Caller identifies the facility as a Methodist Healthcare System facility. CSR will identify the clergy and relationship when the patient is an extended family member.
Team Lead	(Note: If upon review of any account by the Manager or the CSR it is determined that the patient qualifies for a clergy discount but has not been identified during the registration as such, the clergy member and/or immediate family member will be contacted by the Manager or the CSR to inform of discount eligibility and the discount should be applied.) Email is received via CS Facility Inquiry email address. Team Lead reviews account to ensure account has been final billed. If not, Team Lead will monitor account. Once account has been paid by insurance company, Team Lead will contact the patient with the discount information.
Customer Care Rep	Reviews account for insurance payment. If there is no insurance payment, the CSR explains to the patient/guarantor that the discount will be added once the insurance issues payment.
Customer Care Rep	Must inform the clergy member or his/her immediate family member that it is possible that the third party payer will seek a similar discount as to its payment obligation, and, if so, the professional courtesy discount will be eliminated and the clergy member or immediate family member will be billed, and expected to pay, the previously discounted portion. Also, inform the clergy member

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	and/or immediate family member that the account will be sent to the appropriate department for processing the discount.
Customer Care Rep	Sends request Via Email CC S mailbox request to the Customer Care Manager CCS Team Lead for for review.
Customer Care Manager CCR Team lead	Reviews the account to determine that the FC is appropriate to discount and ensures that the account has been reviewed by Managed Care Logs to verify the allowed amount per contract. Process pline enter courtesy discount via Etran.
Customer Care Team Lead	Enters discount as outlined above under Policy.
Customer Care Manager	CS Manager reviews the discount and ensures that the discount is for the amount of the clergy's or immediate family member's deductible and/or co-insurance payment in no event exceeds 20% of the amount expected to be received from all sources (i.e., total charges less any contractually agreed adjustments) <u>OR</u> if the clergy or immediate family member is not insured or the insurance does not cover the relevant service(s), does not exceed 20% of the total bill.
Customer Care Manager	Once account has been reviewed and p-line has been entered, the Manager will send letter signed by the Chief Operating Officer to third party payer. A copy of this letter will be sent to the clergy or immediate family member. Manager will maintain a Clergy Courtesy Discount log and will monitor account for 30 days to ensure that the insurance does not request the additional discount. Manager will have letter scanned into correspondence and will document the batch in Artiva for future retrieval purposes.
Customer Care Manager	Receives notice from the third party payer that it is seeking a discount similar to the clergy's or immediate family member's discount, the Manager will reverse the discount transaction to eliminate the discount and inform both the clergy or immediate family member and the third party payer of this transaction. Clergy or immediate family member will then be responsible for the balance on the account.
REFERENCE: 11/07/07; 12/07/08; 10/02/09	