

POLICY MANUAL

Subject:	Professional and Detox Courtesies	Effective Date:	September 1, 2002
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Initiated By:	Jay S. Crosson Director of Patient Accounting	Approved By:	Timothy A. Tull Chief Financial Officer
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Review Dates:	01/07, 03/10 JSC, 02/11 JSC, 3/13 JSC 2/14 JSC	Revision Dates:	04/12 JSC, 4/15 EMc
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POLICY:

For various business reasons, Cumberland Heights will, from time to time, write off all or part of a patient's account. Additionally courtesies are also sometimes granted to patients who may not meet the established criteria for a scholarship and need additional time to safely complete a course of treatment.

PROCEDURE:

A request for a courtesy may be initiated by any staff member. Prior to granting a courtesy it must be determined that the patient has no other resources such as insurance or self pay capabilities, or that those resources have been exhausted.

An assessment of the patient's needs should be made and presented to the Financial Advisor along with the request and recommendations of any referral source and clinical staff. It is the belief of Cumberland Heights that patients should be fully vested in their own recovery and therefore should usually have at least 20% responsibility for courtesy balances ----except in the most dire financial hardship cases.

Members of the Leadership Team are authorized to approve courtesy requests. Members of Leadership Team are expected to consult with the financial advisors prior to granting such requests in order to ascertain that there are no other resources available and/or to coordinate bed availability.

The Chief Financial Officer will notify the members of Leadership Team when the percentage of scholarships and courtesies are greater than the historical average of 6%. Effort will be made to delay additional courtesies and scholarships until the current month's percentage has returned below this historical average.

In addition, courtesies can be requested to complete a patient's detox protocol when all third party resources have been exhausted. The "detox courtesies" will be approved by either the Chief Medical Officer or Assistant Medical Director after they have determined that the protocol cannot be safely discontinued.

Likewise, on rare occasions, an extra day(s) may be needed for the safe post-discharge placement of a patient. These extra days should be pre-approved by the program supervisor then forwarded to the appropriate financial advisor for processing. The approval by Leadership Team is the same as listed above and review by the financial advisor is likewise required.

The signed and completed courtesy form will be returned to the financial advisor and subsequently forwarded to the business office after it has been documented in the patient's account.