**PURPOSE**

To outline the process by which patients, families and caregivers will understand their financial

responsibility for services.

**POLICY**

Upon admission, the admitting clinician will inform the patient and/or their representative of their payment responsibilities for services. The patient will be informed of any subsequent changes in their financial responsibility.

**PROCEDURE**

1. Insurance coverage and patient's responsibility for copayment will be discussed and presented in writing to the patient and family/caregiver, if known. The approximate costs for care/service, if any, will be presented in writing to the patient and family/caregiver.
2. If more information is needed for verification of coverage, the clinician will discuss this with the appropriate Ohio Living staff if the patient's financial situation is unclear.
3. Patients who incur financial liability must be notified in writing within 30 calendar days from the date the organization is notified of any changes from payers.
4. Medicare patients will be provided with timely, accurate and comprehensible written notices in any case where a reduction or termination of services is to occur, or where services are to be denied before being initiated.
5. All written and verbal notifications of the patient’s financial responsibility will be documented in the clinical/service and billing records.