

## Devereux Florida - Transparency in Billing Practices

### Devereux Florida Standard Rates

<b><u>Viera Campus - IRTC</u></b>		
Adolescent Girls - Bldg 3	816.39	Per Diem
Children's Unit - Bldg 2	816.39	Per Diem
Adolescent Boys - Bldg 4	816.39	Per Diem
Enterprise Girls - Bldg 6B	816.39	Per Diem
<b><u>FL Viera School</u></b>	242.95	Per Diem
* Rate varies depending on IEP and contract requirements		
<b><u>Additional Services</u></b>		
2:1 Service	95.00	Per Hour
1:1 Service	51.50	Per Hour
1:2 Service	36.06	Per Hour
Speech Therapy	95.00	Per Hour
Physical Therapy	95.00	Per Hour
Occupational Therapy	95.00	Per Hour

Please note that this information is a non-personalized estimate of costs that may be incurred by you for anticipated services and that actual costs will be based on services actually provided. In addition, you have the right to request a personalized estimate from Devereux.

### Financial Assistance

To help individuals get the care they need, Devereux provides financial assistance for medically necessary care to individuals who meet the eligibility requirements. If Devereux determines that an individual is eligible, they may discount or waive an individual's financial obligation for care.

#### **Who is eligible?**

##### **Financially Indigent**

A financially indigent patient is a person who is uninsured or underinsured and is accepted for care with no obligation or a discounted obligation to pay for the services rendered based on the hospital's eligibility criteria.

To be eligible for charity care as a financially indigent patient, a person's income shall be at or below 200 percent of the federal poverty guidelines and is unable to pay the bill. Devereux may consider other financial assets and liabilities of the person when determining ability to pay.

At any time prior to collection of the patient's account, Devereux may, upon review of the patient's current financial condition, re-assess the patient's status and make a new determination. However, once a patient is deemed to be financially indigent, no further determinations will be made.

Devereux will use the most current poverty income guidelines issued by the U.S. Department of Health and Human Services to determine an individual's eligibility for charity care as a financially indigent patient. The poverty income guidelines are published in the Federal Register in February of each year and will become effective the first day of the month following the month of publication.

**Medically Indigent**

To be eligible for charity care as a medically indigent patient, the amount owed by the patient on the bill after payment by third-party payers must exceed 5 percent of the patient's annual gross income and the patient must be unable to pay the remaining bill as determined by Devereux. Devereux may consider other financial assets and liabilities of the person when determining ability to pay. At any time prior to collection of the patient's account, Devereux may, upon review of the patient's current financial condition, re-assess the patient's status and make a new determination. However, once a patient is deemed to be medically indigent, no further determinations will be made.

A determination of a patient's ability to pay the remainder of the bill will be based on whether the patient can be reasonably expected to pay the account in full over a two-year period.

If a determination is made that a patient has the ability to pay the remainder of the bill, such a determination does not prevent a reassessment of the patient's ability to pay at a later date. Once a patient is deemed to be medically indigent, no further determinations will be made.

**How do you apply?****Application Process**

Please contact the Devereux Business Office at 407-362-9210 to receive the Application for Charity Care and Financial Assistance.

The Business Office will refer those patients who may qualify for financial assistance from a governmental program to the appropriate program, such as Medicaid. Patients who are eligible for Medicare, Medicaid, or any governmental or other healthcare, mental health or behavioral healthcare coverage may not qualify as indigent.

A determination will be made concerning the patient's eligibility for charity as information concerning the patient's financial resources is available. No collection efforts will be pursued on a charity account after such determination is made.

**How is financial assistance applied?****Discounts Available**

The discounts available are based on the percentage of a patient's income in relation to the federal poverty guidelines and are as follows:

- Patient's with family income below 200% of the Federal Poverty Guidelines supported by appropriate documentation as determined by the Business Office, will be eligible for 100% Charity Care.
- Patient's with family income in excess of 201% but not exceeding 300% of the Federal Poverty Guidelines will be eligible for an 80% discount.
- Patient's with family income in excess of 301% but not exceeding 400% of the Federal Poverty Guidelines will be eligible for a 70% discount.

Patients eligible for Financial Assistance will not be billed more than what Devereux would receive if the patient were eligible for Medicaid. This is referred to in the IRS regulations as the "Prospective Method" of calculating amounts generally billed.

## Application of Discounts

The application of discounts is based on the Standard Rates charged by Devereux.

## Devereux Collections Statement

Devereux expects all guarantors to promptly pay any remaining patient responsibility balance upon notification by Devereux of the amount owed. Should the patient or guarantor dispute a balance, Devereux staff will investigate the dispute and take any necessary corrective action before further pursuing payment from the guarantor. An account is considered delinquent if the guarantor fails to either make full payment or acceptable payment arrangements within 30 days from notification of the amount owing. After all reasonable collection efforts have been made within 90-120 days, the account will be assigned to either an attorney or collection agency for additional follow-up and collection action.

## Contact information of health care practitioners and medical practice groups contracted to provide services within Devereux grouped by specialty or service:

<b>Occupational Therapy</b>	
Anna Wright (Achieve Therapy)	2040 Highway A1A, Suite 203 Indian Harbour Beach, FL 32937 Email address: <a href="mailto:achievetherapy@att.net">achievetherapy@att.net</a> Tel: 321-773-8989 Fax: 321-773-8990
<b>Psychological Evaluation</b>	
Monica Best	1937 Crane Creek Blvd. Melbourne, FL 32940 Email address: <a href="mailto:isabellamonica@gmail.com">isabellamonica@gmail.com</a> Tel: 321-752-5663
Kristopher Olsen PHD	6767 North Wickham Road Suite 306 Melbourne, FL 32940 Tel: 321-751-1925

Please contact the health care practitioners anticipated to provide services to you while in at Devereux regarding a personalized estimate, billing practices and participation with your insurance provider or health maintenance organization (HMO) as the practitioners may not participate with the same health insurers or HMO as Devereux.

### **Florida Health Finder**

In order to help families make an informed decision when considering where to seek healthcare for their child, Devereux is making available a link to the consumer health website <https://www.floridahealthfinder.gov/index.html>

The State of Florida's FloridaHealthFinder website includes information regarding all ages of patients in all Florida hospitals and healthcare facilities. It is important to note that Devereux is a hospital licensed to serve children up to 18 years of age.

#### **The FloridaHealthFinder website displays information regarding:**

- Number of patients admitted to the hospital or seen for specific procedures
- Average length of stay (days) in the hospital
- Average hospital charges
  - For detailed information related to payments made to the facilities for defined service bundles and procedures please visit: <https://pricing.floridahealthfinder.gov>. Service bundle information is a non-personalized estimate of costs that may be incurred by the patient for anticipated services and that actual costs will be based on services actually provided to the patient
- Average readmission rates to the hospital
- Mortality rates
- Complication rates for various medical conditions and procedures
- Quality care indicators such as these are monitored very closely at our hospital, and our staff strives to perform at levels that are often times the standard for other hospitals nationwide.