

System –Administrative

TITLE:

Prompt Payment Discounts

OUTCOME STATEMENT:

SSM Health is committed to delivering value to patients and improving the patient financial experience. To encourage timely payment and responsible financial stewardship, SSM Health offers Prompt Payment Discounts, including an automated Post-Service Discount, to help reduce outstanding receivables, lower the overall cost of collections, and improve cash flow.

SCOPE:

This policy is applicable to Missouri, Illinois, Oklahoma, and Wisconsin patients of SSM Health hospitals. This policy applies to SSM Health Hospital-Billed Services unless otherwise specified.

This policy applies to Patient Responsible Balances for services billed directly by SSM Health hospitals. Charges billed by independent contractors or third-party providers, including but not limited to emergency department physicians, radiologists, anesthesiologists, pathologists, and psychologists, are excluded from this policy.

FILE MAINTENANCE INFORMATION:

Original Effective Date:	10/23/2013
Revision Dates:	5/26/2014, 3/20/2019, 08/26/2026
Review Dates:	5/18/2022
Author(s):	Director Patient Financial Experience, Sr Director Patient Financial Clearance
Body or Person Last Approved:	System Vice President Financial Experience

* As required by CMS Regulation §482.12 A-0043 Conditions of Participation: Governing Body, the following hospitals are included as SSM ministries:
Missouri: (1) SSM Health St. Mary's Hospital – St. Louis and SSM Health Cardinal Glennon Children's Hospital, (2) SSM Health DePaul Hospital – St. Louis, (3) SSM Health St. Clare Hospital – Fenton, (4) SSM Health St. Joseph Hospital – Lake St. Louis, (5) SSM Health St. Joseph Hospital – St. Charles and SSM Health St. Joseph Hospital – Wentzville, (6) SSM Health Saint Louis University Hospital (7) SSM Health St. Mary's Hospital – Jefferson City,
Oklahoma: (1) SSM Health St. Anthony Hospital and Bone & Joint Hospital at St. Anthony, (2) SSM Health St. Anthony Shawnee Hospital, (3) SSM Health St. Anthony Hospital Midwest City
Illinois: (1) SSM Health St. Mary's Hospital – Centralia and (2) SSM Health Good Samaritan Hospital – Mt. Vernon
**Other ministries includes other wholly-owned operating entities of SSM Health in addition to the SSM Health Outpatient Surgery Center in accordance with MO state licensure requirements.

DEFINITIONS:

- I. **Estimated Patient Liability:** The estimated amount a patient is expected to owe for healthcare services after applying available insurance information, including benefits, deductible, coinsurance, copayment, and out-of-pocket obligations. Estimated Patient Liability is calculated before final claim adjudication and is based on the best information available at the time of estimation. Actual patient responsibility may vary based on insurance processing and final payer determination.
- II. **First Statement Date:** The date the initial billing statement for a Patient Responsible Balance is generated and issued by SSM Health.
- III. **Hospital-Billed Services:** Healthcare services billed by an SSM Health hospital under the hospital's billing system. Hospital-Billed Services may include inpatient, outpatient, emergency department, and other facility-based services provided by or through the hospital.
- IV. **Internal Payment Plan:** A payment arrangement established and administered directly by SSM Health that allows eligible Patient Responsible Balances to be paid over time.
- V. **Patient Responsible Balance:** The amount for which the patient is financially responsible after insurance payments and contractual adjustments have been applied, including copayments, coinsurance, deductibles, and self-pay balances.
- VI. **Physician-Billed Services:** Professional services billed separately by a physician, advanced practice provider, or physician group for the evaluation, treatment, or management of a patient.
- VII. **Point of Service Discount:** A 15% discount applied to an eligible Estimated Patient Liability when payment is made in full at the time of Registration, check-in, or service delivery, in accordance with this policy.
- VIII. **Post-Service Discount:** A 10% discount applied to an eligible Patient Responsible Balance when the balance is paid in full or enrolled in an SSM Health Internal Payment Plan within 30 days of the First Statement Date.
- IX. **Pre-Registration:** The process completed before a patient's scheduled healthcare service or encounter to gather or confirm information needed for the visit.
- X. **Pre-Service:** The period before a patient receives healthcare services or arrives for a scheduled encounter.
- XI. **Previous Balance(s):** Outstanding Patient Responsible Balances from a prior encounter or date of service that are separate from the Estimated Patient Liability for the current encounter, including balances that have been placed on an Internal Payment Plan.
- XII. **Prompt Payment Discount:** A reduction in an eligible Patient Responsible Balance offered by SSM Health when payment is made in accordance with the requirements outlined in this policy. Prompt Payment Discounts include Pre-Service Discounts, Point of Service Discounts, and Post-Service Discounts.
- XIII. **Registration:** The process used to gather or confirm patient, demographic, insurance, and service information at the time of a healthcare service or encounter.

- XIV. **Residual Balance:** The portion of a patient's account balance remaining after all applicable insurance payments, contractual adjustments, and other adjustments have been applied.

PROCESS:

- I. Patient Responsible Balances may be eligible for two forms of payment discounts, subject to the terms of this policy.
- II. Pre-Service and Point of Service Discounts: Patients will be offered a Pre-Service or Point of Service Discount if their Estimated Patient Liability is known and paid in full at the time of Pre-Registration, Registration, or prior to discharge. All patients with known Estimated Patient Liability will be offered the Pre-Service or Point of Service Discount. If the Estimated Patient Liability is unknown, collection efforts are not made and therefore the patient will not receive this discount.
 - A. The Pre-Service or Point of Service Discount will be 15% if the Estimated Patient Liability is paid in full and applies to any known out-of-pocket expense, including copays, deductibles, and coinsurance. The discount is available up to 10 days after the date of discharge and does not apply to Previous Balances. It cannot be combined with any other form of installment payment arrangement. Payment is considered received on the date funds are successfully posted to the patient account, regardless of payment method.
- III. Post-Service Discounts:
Patients are offered a Post-Service Discount if their Residual Balances are paid in full or placed on an SSM Health Internal Payment Plan within 30 days of their First Statement Date. The Post-Service Discount is 10%.
- IV. The Prompt Payment Discounts apply to patients with balances after insurance payment as well as to patients without insurance. Discounts are offered regardless of the reason for the Patient's admission, length of stay, DRG, or Ambulatory Payment Classification. Prompt Payment Discounts may be applied conditionally and reversed if full payment is not received within the applicable timeframe. If an account set up on an SSM Health Internal Payment Plan has two consecutive missed payments, the Prompt Payment Discount will be reversed and the full balance will be owed.
- V. The Prompt Payment Discount will not be part of a price reduction agreement. This discount will not apply to cosmetic procedures or other flat-rate services.
- VI. Patients will be made aware of these discounts during the normal course of billing and collections, which includes Registration and Pre-Registration services. SSM Health does not advertise Prompt Payment Discounts to the public generally or to patients outside of the normal billing and collections processes.

- VII. SSM Health will make all Commercial and Medicare Advantage contracted payers aware of its Prompt Payment Discount policy. See Attachment A.
- VIII. SSM Health may at any time rescind or change the Prompt Payment Discount policy.
- IX. The Prompt Payment Discount will not be included when separate charges by independent contractors, such as emergency department physicians, radiologists, psychologists, and anesthesiologists, are billed.
- X. SSM Health Physician-Billed Services are not eligible for the Pre-Service or Post-Service Prompt Payment Discounts.

REFERENCE:

Attachment A - Notification to Contracted Payers