

OU Medicine, Inc.
Sumlakzia leh Kaihkhopzia Thukhun (Billing and Collection Policy)

1.0 NGIMNA (PURPOSE)

OU Medicine, Inc. (OU Medicine) huamsung aom zato leh zatui kibawlina muntuamtuum te ah insurance anei te ahi zongin, aneilo te ahi zongin cina te akilah ciangin sumlakzia leh kaihkhopzia avekin aki batkimtheih nading. Hih policy in sumpiak anei vetlo tepen leibatsik ECAs (Extraordinary Collection Actions) cih tetawh sumngetna bawlding pulak hi. Hih policy leh Sumvai Huhna Thukhun (Financial Assistance Policy) cihtepen OU Medicine panin sumluttawh kisai zuihding thukhun “Internal Revenue Code section 501(r)” leh akisaikha state, federal laws and regulations thukhun cihetetawh kituakin akibawl ahihi.

2.0 SEPZIA THUKHUN (POLICY)

OU Medicine panin insurance anei ahi zongin, aneilo ahi zongin cina te’n sum apiakding akisamte apiaktheih nading panpih in, cina te tungah sumlakzia leh kaihkhopzia te kibat sakdet nading ki sem hi.

3.0 GENCIANNA (DEFINITIONS)

- 3.1 “Ngettheih hunsung (Application Period)” cihpen mikhatpeuh in sumvai huhna a ngettheih hunsung cihna ahihi. Hih ngettheih hunpen OU Medicine panin amasapen sumbei lahna (billing statement) akhakkhiat khitzawh (mail ahih keileh email tawhzong khakthei) ni 240 acinni lianin ngettheihhun beihi. Ahi zongin OU Medicine panin vaituamtuum hangtawh ahun sottothei uhhi.
- 3.2 Phalna tawh asemthei te (Authorized Vendors)” cihpen OU Medicine tawh thukimna contract abawl te hi uha, hihte’n cina te tungah asum piakzahding uh lai khakthei, theihsakna, sumbeizah lahna cihte khakthei uhhi. Cina te’n sum apiakloh aomleh cina tetawh kithuzak nadingin kizopna bawlthei uhhi.
- 3.3 “Sumpiakding leibasikna (Extraordinary Collection Action)” ECA cihpen OU Medicine te’n OU Medicine ii Sumvai Huhna Thukhun (Financial Assistance Policy) tungtawn in mikhatpeuh ii zatui kibawlina sumpiakding te kaihkhopzia, leibasikzia hi a, anuai ateng kihelthei hi: (a) mikhat ii leiba pen adang kipawlina khatah zuaksawn, federal law pan aki pulakte lobuang (b) mikhat ii thu akisamteng credit bureau te tungah puaksawn (c) pawlkhat sepzia tepen federal law tungtawnin upadi tawh sepding kisam, tuatepen apongvan akipia te, bank te khutsung atung innmun te, aki matsak vankhatpeuh, thukibawl aomte, matsakding in thu akipia te, mikhat ii nitha pan sum katsak cihte. Leibasik (ECAs) sungah zato pan kibawlina hangin liamna angah mikhatpeuh (ahih keileh ama taangmi asem) te tungah state law tawh kizui in thukhenna, daihsakna, lemtuahna tungtawn in akingah apongvan kipia te kihello hi.
- 3.4 “Sumvai Huhna Thukhun (Financial Assistance Policy)” Sumvai Huhnetna FAP cihpen OU Medicine panin abawlkhiat policy tungtawn in piakding akilawm cina te huhnasum piakna, adiakdiak in OU Medicine FAP sumtawh huhna ahihi.
- 3.5 “Sumluttawh kisai zuihding thukhun (Internal Revenue Code Section 501(r)” sungah citpiakna tawh aki vaihawm zato te zuihding thukhunte kihel hi.
- 3.6 “Zatui vaitawh kep akulte (Medically Necessary Care)” cihpen cidamna lamsang sepna ah anuai a thutetawh akituak te ahihi. (i) anatna, athuakzia leh zatui akibawlzia, alungsim natna cihte tungtawn in siavuan te’n hohtak kepding in thu apiakte (ii) alungsim cidamlo ahih keileh zatui tawh bawlkul cih natna mukhiatna omkhin in, hohtak kepding akulte (iii) zatui tawh kikem, lungsim cidamlo te kepna ah hohtak kikem in cidamna lamsang sepzia tawh kituak in akikem te (iv) cina leh akemte adingin nopthuapthu ahilo te (v) muanhuaitak in sepsakding akisam penpen te, hohtak kepding in akisam penpente

OU Medicine, Inc.
Sumlakzia leh Kaihkhopzia Thukhun (Billing and Collection Policy)

- 3.7 “Telbaiding atomin (Plain Language Summary)” cihpen Sumvai Huhngetna te asim baiding, telbaiding leh zattangzangding in atomin akibawl ahihi.

4.0 NASEP SILBAWLZIA (PROCEDURE)

- 4.1 OU Medicine panin leibasik (ECAs) nasepna ah direct in ahi zongin, kizoppih phalna tawh asemthei (Authorized Vendors) te tungtawn in ahi zongin kihel loding hi. OU Medicine Sumvai Huhna Thukhun (Financial Assistance Policy) nuai panin huhna piaktheihding khentatna aom matengin bangmah ki sawhkhakna kinei loding hi.
- 4.2 Zato kilah ciangin omna address akician in piakding leh telephone nambat te amantak in piakding pen cina ahih keileh sumbei apiading te ii mawhpuk ahihi. Ciaptehna sungah address kician leh telephone nambat akician aomkeileh hanciamna te amawka suaksakding hi.
- 4.3 Insurance anei cina tepen insurance company tetawh amasa in (initial claim) bawlmagak kuldung hi. Tuakhitzawh anihna leh akisamlai cihte pen OU Medicine ahih keileh phalna tawh asemthei (Authorized Vendors) te'n cinapen taangin ngetna bawlsakthei hi. Tuapen amasapen anget angakhit ciang hiding hi. Insurance aneilo cina tepen OU Medicine panin sumbei angetzah abeizah te direct in piakding ahihi.
- 4.4 Amasa leh anihna claim ngetna te asiankhit ciangin Insurance anei hiltaleh, aneilo hitaleh avekin OU Medicine panin cina tungtawn in sumbei piakdingte apiakzia pen kibangding hi.
- 4.4.1 OU Medicine ahih keileh phalna tawh asemthei tepen amasapen sumbei lahna (billing statement) aki piakkhitzawh ni 121 acin matengin leibasikna ah kihel loding hi. Cina penin Sumvai Huhna Thukhun (Financial Assistance Policy) nuai ah Sumvai Huhngetna angah theidiam cih hanciamna akineih matengin aki helloding ahihi.
- 4.4.2 OU Medicine ahih keileh phalna tawh asemthei te'n cina te tungah sumbei lahna (4) te laikhak tawh puakding uh a, tuasung ah Sumvai Huhngetna vaizong kihelding hi. OU Medicine ahih keileh phalna tawh asemthei te'n cina te atawmpen (1) vei peuhmah phone hongsamding uh a, Sumvai Huhngetna vai honggending uhihi.
- 4.4.3 Leibasikna akipatma atawmpen ni (30) sungin OU Medicine ahih keileh Authorized Vendors te'n:
- 4.4.3.1 Cina te tungah leibasikding vai zaksak kawmin, OU Medicine te'n zatui kibawlina sumbeite ngetna kipanding cih theihsakna hongneiding uhihi.
- 4.4.3.2 Cina te'n Sumvai Huhngetna vai theihbaiding hilhcianna (Plain Language Summary) hongpiading uhihi.
- 4.4.3.3 Anunung penpen akep uh telephone nambat tungtawn in cina te kamtawh hopih hongsamding uhihi.
- 4.4.4 Cina te tungah sumvai huhna piaktheih vaite hanciam in hongki zaksak khitzawh bangmah sumpiakna aomkeileh OU Medicine ahih keileh phalna tawh asemthei te'n amasapen zato tuakhit sumbeizah zaksakna (post-discharge billing statement) hongpiak khitzawh ni 121 khit ciangin sumngetna bawlthei khading uhihi.
- 4.4.5 Ngetna bawltheih (Application Period) hunsung in Sumvai Huhngetna (Financial Assistance Application) akimtak in aki ngahleh OU Medicine te'n leibasikna (ECAs) te khawlsakthei hi, tuasung in cina penin thukhun (Financial Assistance Policy) tawh kituak in sumvai huhna ngahhuai hiam cih ngaihsutsak dinghi. Ngetna bawltheih hunsung in Sumvai Huhngetna akimlo in akipuakleh leibasikna

OU Medicine, Inc.

Sumlakzia leh Kaihkhopzia Thukhun (Billing and Collection Policy)

pen ni (30) sangin atamzawlo ki khawlsakding in, tuasung in OU Medicine panin cina te tungah lai kikhak dinga, Sumvai Huhngetna pen akimkei leh leibasikna pen ki pankikthei cih kizasak dinghi. Anuai a te hangin sumngetna pen kipankik theihi: (i) themkhat puahphatna om (ii) cina penin Sumvai Huhngetna ah hoihtak in panpihlo (iii) cina penin sumvai huhna ngahtheih nading omlo.

4.4.6 Sumngen in apai apualam agency khatpeuh in cina tepen OU Medicine nuai aom sumvai huhna ah ngahtheiding hi cih apulak leh tua cina pen sumvai huhna ngahte nuai ah kikoithethei khading hi. Leibasikna pen ni (30) sangin atamzawlo ki khawlsakding a, tuasung in OU Medicine panin cina te tungah lai kikhak dinga, Sumvai Huhngetna (Financial Assistance Application) pen akimkei leh leibasikna pen ki pankikthei cih kizasak dinghi. Anuai a te hangin sumngetna pen kipankik theihi: (i) themkhat puahphatna om (ii) cina penin Sumvai Huhngetna ah hoihtak in panpihlo (iii) cina penin sumvai huhna ngahtheih nading omlo

4.5 Sumngetna akibawl hunsung in cina te'n OU Medicine FAP nuai ah Sumvai Huhngetna ngahtheih nadingin akisam laithupi te kipuakthei denhi. Mundang panin huhna ngahsa leh sumzatding huhna anelai tepen tuate abeisiangdong zatphot kul a, tuakhit ciangbekin ki ngaihsutsak kikdinghi.

4.6 Cina te'n sumpiakding akimin aomkeileh OU Medicine website tungtawnin ki thuza masa in, OU Medicine FAP tawh kituak in sumpiakding vaihawmding ahihi.

5.0 SUMNGET SUMLAKZIA SEPZIA TE MIPI THEIHDING HAWMKHIATZIA

Sumlakzia leh kaihkhopzia, Sumvai Huhna Thukhun, Sumvai Huhngetna vai Telbahding Atomina, Sumvai huhnget bawlina (Billing and Collections Policy, Financial Assistance Policy, Plain Language Summary to FAP, Financial Assistance Application) cih laithupi tepen mipi ngahtheihding in ki hawmkhiading a, anuai a munte paninzong ki ngahthei dinghi.

5.1 **Online** panin OU Medicine website, www.oumedicine.com.

5.2 **Telephone** tawh OU Medicine Customer Service, 1-866-656-8715.

5.3 **Laikhak** tawh OU Medicine Customer Service, 711 Stanton L. Young Blvd., Suite 100, Oklahoma City, OK 73104.

5.4 **Laisuan tuamtuam, laidal ngiat leh laibuneu** cihbang inzong kibawl in emergency departments, zato ki apna admitting areas, OU Medicine zato ii zumkham te ah tua vengsung ii kampau zatpen tawh akituak in kikoihding hi.

5.5 **Ami nigat inzong** akisapleh financial counselor tawh kimuhna, OU Medicine zato ah cina tetawh, register bawlina sabuai, akisapleh zato nasemte tawh kikapna cihte ah.

5.6 **Sumbeizah lahna** (bill statement) tungahzong hih sumtawh huhnavai dottheih nading phone nambat kikoih dinghi.

6.0 AHUAMZAH (SCOPE)

Hih policy pen OU Medicine huamsung aom kipawlina leh nasemkhempeuh tawh kisai hi.

7.0 POLICY ETKAKNA (POLICY CROSS REFERENCE)

OU Medicine panin Sumvai Huhna Thukhun (Financial Assistance Policy)