



Gove County Medical Center

Committed to Others. Always.

Dear Gove County Medical Center (GCMC) Community:

We are writing to inform you of changes that are being made to GCMC's collections process, effective August 1, 2023. In order to be here for generations to come, we are making necessary changes to the way we administer our upfront collections and extended payment plans for services rendered and received at GCMC locations. With this new model, GCMC will no longer be self-funding long-term payment plans on future or past services, thereby requiring us to: (1) provide an alternative solution to our patients with current outstanding balances, allowing for our patients to transition with us to this new process; and (2), provide an alternative financing option that does not place the responsibility of issuing patient loans on that of GCMC. We sincerely hope that the plan we are implementing provides a solution that rewards our patients for timely payments, provides a sustainable, new alternative to long-term financing for our patients while reducing the risk to GCMC, and helps ease the transition for our patients that have current outstanding balances and payment plans with GCMC.

For years, GCMC has self-funded zero interest patient loans to patients that have been unable to pay for the services they receive at GCMC within the first 120 days of receiving their statements. This has resulted in an unsustainable, negative impact to our cash-on-hand. As a result, starting August 1, 2023, the following changes will be implemented:

1. To account for the transitioning of previous GCMC-backed financing on outstanding balances, and to account for the current lack of an ongoing, alternative long-term financing option, we are extending a discount for monies paid between July 1, 2023, and September 30, 2023 for services rendered on or before July 31, 2023. Balances on services rendered after August 1, 2023, will not be eligible for the discount (refer to items 2 through 5).

For services rendered on or prior to July 31, 2023, the discount you receive is based on how much you owe:

Range	%
\$10K - \$25K	50.00%
\$5K - \$9K	50.00%
\$1K - \$4K	25.00%
\$500 - \$999	25.00%
\$100-\$499	25.00%
\$0-\$99	15.00%

All remaining unpaid balances for services rendered prior to July 31, 2023, will go to collections 121 days following the date of the first statement.

2. GCMC is working on having a firm provide both short term zero interest loans and long-term interest-bearing loans as an option for payment. We will provide that option in our continued communication with the community and at registration by August 1st.
3. Starting August 1, 2023, we will also implement the following new policy for all services rendered August 1, 2023, and beyond:
 - a. Each unpaid balance for services will receive four statements:
 - i. The first statement will allow for a 15% discount for 30 days (we currently only allow for 10 days)
 - ii. The second, third, and fourth statements will have 10% per annum interest added to the principle (or 0.83% per statement added to the principle).
 - iii. Only four statements will be sent. If unpaid after the fourth statement, the balance will be sent to an external collection firm. The second through fourth statements will include the name and contact information for the collection firm.
 - b. At time of registration, the patient receiving services will be eligible for a short or long-term financing option through a third party firm.
4. Starting August 1st, co-pays will be required at time of registration and payment for remaining patient responsibility for the service will be determined and due at that time. We are implementing a new software that will provide as accurate as possible co-pays and deductibles. Registration payments will receive a 20% discount, with the exception of the co-pay amount. We have a patient financial counselor to provide assistance with insurance options, payment options including charity care. You can contact Ivy Charles at:
 - i. email: icharles@gcmc.org
 - ii. Phone: 785-754-5141
 - iii. Or request at the business window or at registration.
 - iv. Appointments are available
5. Charity Care will be determined at time of registration using 150% of federal poverty level per household. Process will be straight forward and not cumbersome. If you or a member of your household is receiving SSI, food stamps, WIC, or Kansas Medicaid please bring documentation to registration, as it will be required for eligibility verification.

For questions and concerns, please feel free to contact the hospital's finance department at 785-754-3341 or email vbabcock@gcmc.org, or visit in person.

Best Regards,

Viola Babcock, CFO
Gove County Medical Center