

PATIENT FINANCIAL ADVOCATE PLEDGE



As an organization that partners with healthcare providers to assist patients navigating the complexities of healthcare finance, our Patient Financial Advocates pledge to regard each individual we communicate with utilizing these standards and practices.

WE PLEDGE

- To educate patients on healthcare financial language and terms to assist in making informed decisions.
- To assist the patient in qualifying for other programs such as medication assistance programs and insurance coverage.
- To educate patients on hospital financial assistance programs and assist in the application process.
- To treat all patients equally and fairly.
- To offer payment plans as an option for balance resolution.
- To agree that no legal proceedings will be utilized until all other options have been attempted.
- To ask for feedback to learn how our staff and procedures are perceived to ensure continued quality enhancements.

*EACH PATIENT EXPERIENCE WILL EMBODY OUR "NICE" PROMISE
NAVIGATING INSURANCE COMPLEXITY THROUGH EDUCATION*

Navigating

- Assist patients with knowing how to contact the correct hospital personnel for help with a specific question.
- Inform patients of programs and grants available and how to apply.
- Explain where the patient can find price estimates prior to their next service date.

Insurance

- Identify insurance coverage for patients that have not been billed.
- Explore other types of insurance that could be applicable.

Complexity

- Reduce the expense burden by offering monthly balance resolution options.
- Automatically qualify patients for financial assistance programs.

Education

- Educate patients on their insurance benefits.
- Coach patients on healthcare financial language so they can make informed decisions.

The individual or entity displaying this pledge has voluntarily agreed to abide by its tenets. AAHAM undertakes no duty, express or implied, to enforce, monitor, manage, or guarantee compliance with the pledge. Any breaches of the tenets of the pledge are the sole responsibility of the individual or entity displaying it.