

FINANCIAL ASSISTANCE POLICY

Effective Date: August 2025

This policy outlines the procedures and exclusions of our Financial Assistance Policy. **Please review it carefully.**

This Financial Assistance Policy applies to the following organizations:



If you have any questions about this notice,
Please contact our Billing Department at (541) 383-1614
1460 NE Medical Center Drive, Bend, OR 97701

SECTIONS:

- **POLICY**
- **PROCEDURE**
- **EXCLUSIONS**
- **OTHER INFORMATION**

POLICY

The previously listed organizations, CORA, CORAVIS, CMI, and COMRI (CORA and Managed Entities) do not have charity/hardship financial assistance policies. However, CORA and Managed Entities have agreements with certain organizations, listed below, to accept their financial assistance discounts.

See **EXCLUSIONS** for those exams NOT eligible for hospital financial assistance at each entity.

CORA and managed entities will not refund any patient payments that have already been made for the specified time frames on approved hospital financial assistance letters. Any claims that were rolled to collections that fall within the approved time frame will be cancelled with the collection company.

Oregon House Bill 3320	Effective July 1, 2024, this bill pertains to non-profit hospitals, who are required to screen patients for financial assistance if the patient has Medicaid coverage, does not have active insurance, or owes the hospital over \$500.	<i>CORA and Managed Entities do NOT accept HB 3320 letters issued by St. Charles or any Oregon hospital.</i>
St. Charles Health System	CORA and Managed Entities accept hardship letters from St. Charles Health System. The billing department must have the St. Charles Financial Assistance approval letter in hand to write off any patient balances. If the patient's hardship with St. Charles is still pending or in process, patient balances will not be put on hold and will remain patient responsibility. As	<i>Once the St. Charles Financial Assistance Approval letter is in hand, the billing department will honor the specific dates or date ranges listed in the letter. If no dates are indicated, the billing department will go back 3 months from the date of the letter and apply hardship assistance.</i>

	a result, patient accounts may be at risk of rolling to collections.	
Volunteers in Medicine	CORA and Managed Entities accept financial assistance/hardship awards from Volunteers in Medicine.	<i>Volunteers in Medicine will advise the billing department at the time of scheduling.</i>
Wallowa Memorial Hospital	CORA accepts Wallowa hardship letters for services performed at Wallowa Memorial Hospital and read by CORA radiologists.	<i>CORA will not accept these hardships letters for services outside of this location. CORA will require a copy of the approval letter in hand.</i>
Morrow County Health District	CORA accepts Morrow County Health District Hardship letters for services performed at Morrow County and read by CORA radiologists.	<i>CORA will not accept these hardship letters for services outside of this location. CORA will require a copy of the approval letter in hand.</i>

PROCEDURE

Financial Assistance letters can be brought to appointment(s), sent via fax or postal mail, or emailed to corarevenue@cmillc.org with the patient's name and a scanned copy of the letter attached. Billing will process the letter, update, and notify the patient of any change to their financial responsibility.

EXCLUSIONS

The following services are NOT eligible for financial assistance discount. This list includes specific exams but this policy applies to any Cash Pay or Non-Covered service; therefore, the list may not be inclusive and CORA and Managed Entities have the right to apply the exclusion based on insurance rules or cash pay requests.

CORA Exclusions	• Screening mammograms. These are patient responsibility at Medicare rates. • All CORAVIS or CORA IR charges • Drugs as described in Attachment C • Any Cash-pay exams, including but not limited to: ◦ Cardiac Calcium scoring ◦ DEXA Whole Body Composition exams ◦ Abbreviated Breast MRI ◦ Spine Injections <i>Cash-pay exams are not submitted to insurance companies and are already discounted</i>
CMI Exclusions	• Screening mammograms. These are patient responsibility at Medicare rates. • Drugs as described in Attachment C • Any Cash-pay exams, including but not limited to: ◦ Cardiac Calcium scoring ◦ DEXA Whole Body Composition exams ◦ Spine Injections

	<i>Cash-pay exams are not submitted to insurance companies and are already discounted</i>
COMRI Exclusions	• Drugs as described in Attachment C • Any Cash-pay exams, including but not limited to: ◦ Abbreviated Breast MRI <i>Cash-pay exams are not submitted to insurance companies and are already discounted</i>

Exclusions – Attachment C

Drugs costing over \$500 per dose are ineligible for hardship write-off. These include:

- A9520 Lymphoseek (Technetium tc-99m tilmanocept)
- A9521 Ceretec, HMPAO (Technetium tc-99m exametazime)
- A9548 Pentetate DTPA (Indium in-111 pentetate)
- A9552 F-18 FDG (Fluorodeoxyglucose f-18 fdg)
- A9562 Mertiatide MAG3 (Technetium tc-99m mertiatide)
- A9569 HMPAO (Technetium tc-99m exametazime auto wbc)
- A9570 Autologous (Indium in-111 auto wbc)
- A9572 Octreotide (Indium in-111 pentetreotide)
- A9582 AdreView (Iodine i-123 iobenguane)
- A9584 DaTScan (Iodine I-123 ioflupane)
- A9588 Axumin (Fluciclovine f-18)
- A9592 Detectnet (Copper cu-64, dotatate)
- A9595 Pylarify (Piflufolastat f-18)
- A9607 Pluvicto (Lutetium lu 177 vipivotide tetraxetan)
- A9606 Xofigo (Radium RA-223 Dichloride)
- J3240 Thyrogen (thyrotropin alpha)
- Q3001 (Radioelements for brachytherapy Y-90)

This list is subject to change as prices fluctuate, and new drugs become available.

CHANGES TO THE TERMS OF THIS NOTICE

- We can change the terms of this Notice
- We can apply those changes to all the information we already have about you