

**Massena Memorial Hospital
HOSPITAL POLICY & PROCEDURE**

DEPARTMENT: Corporate Compliance

REVISION: ___ YES x_NO

APPROVED BY 
Patrick Facteau
Chief Financial Officer

SUPERSEDES DATE:

<p>SUBJECT: Patient Access to Standard Charges and Provider Insurance Enrollment</p> <p>DATE: February 2016</p> <p>REGULATORY CODE: NYS DOH Emergency Medical Services and Surprise Bills Law</p>	<p>NUMBER: CC 0404</p> <p>SUBMITTED BY: Julie Zyzik, RHIT, CHC Corporate Compliance Officer</p> <p>REVIEWED BY: Holly Farrell, Financial Analyst Coordinator, Provider Enrollment</p>
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POLICY

Massena Memorial Hospital makes standard charges, provider insurance enrollment information and provider contact information available upon request. Every effort will be made to accommodate the requestors' preference as to form and to respond to requests in a timely manner.

PROCEDURE

Patients will be given a copy of the "Hospital Disclosure Statement" (Exhibit 1) at the point of scheduling or registration for services and it will also be available on the MMH Website as is Provider contact information.

Patient Financial Counseling personnel at 315-769-4219 (or extension 4219) will be responsible for working with the requestor in response to an inquiry for information as described above.

Patient Financial Counseling personnel will make every effort to provide the requested information in the form requested which may include verbally, hard-copy, email or hospital computer terminal.