



KAPI'OLANI
PALI MOMI
STRAUB
WILCOX

Iten: Patient Financial Assistance (Charity) Program
Iten Ei Pwutai: Revenue Cycle Management
Poputa: 08/2017 **Refiu:**
Ekewe Taropwe Seni Akomw: 02/2005, 10/2012, 03/2013, 08/2015, 04/2016
Met Ei Taropwe Ekan Siwini:

**Ekkoch Annuk
Me Napanap**

Kopwe katonochu ewe Central Policy Database pwe kopwe kuna ika pwe ei taropwe mei karan pwung (updated) usun a affat non ena website.

An Ewe Chon Tipeew Siknacher: David Okabe
Itan: David Okabe **Kinikin:** Executive Vice President & Chief Financial Officer

An Ewe Chon Tipeew Siknacher: Steve Robertson
Itan: Steve Robertson **Kinikin:** Executive Vice President & CIO

An Ewe Chon Tipeew Siknacher: Will Burke
Itan: William V. Burke **Kinikin:** System Director, Revenue Cycle Management

*Mei pwung fan ewe KMCWC Board of Directors won Juun 21, 2017
 Mei pwung fan ewe PMMC Board of Directors won Junai 19, 2017
 Mei pwung fan ewe SCH Board of Directors won Junai 13, 2017
 Mei pwung fan ewe WMH Board of Directors won Juun 22, 2017*

Faniten:

Ei policy a kawor faniten meinisin ekkewe ofes/pioing fan Hawaii Pacific Health (HPH), pachanong Kapi'olani Medical Center for Women & Children (KMCWC), Pali Momi Medical Center (PMMC), Straub Clinic & Hospital (SCH), Wilcox Memorial Hospital (WMH), Kapi'olani Medical Specialists (KMS), pwan Kaua'i Medical Clinic (KMC). Ei policy ese fich ngeni ekkewe ekkoch chon awora rese nomw non tettenin HPHinamwo ika pwe re angang me pwan ekkoch neni mei fich ngeni HPH. Katon Saposop E (me non ei policy) omw kopwe sinei iten ekkewe chon awora rese nomw fan HPH nge re tongeni awora aninis me non pwan ekkoch neni mei fich ngeni HPH.

Menapen Porausen Ei Policy:

Mei annuk ngeni Hawaii Pacific Health pwan an kewe nenien aworan saffei (ika piong), pwan ekkewe ekkoch pirokramen aninisin saffei, ar repwe tutumwunuochu aramas meinisin, iwe rese tongeni ar repwe nifinifin ngeni aramas won ierir, ir mwaan are fefin, ir chon ian, ar namanam, ian re feito me ian, are won ar tongeni pwusin momoni niwinir.

Popunapen an wor ei policy weiweita ika taropwen napanap pwe epwe eu pisekin kaeo me anisi ekkewe patient (weiweita ika ekkewe mi ter/samaw) ar repwe sinei met repwe fori ar repwe nounou aninisin moni me Hawaii Pacific Health ika ese watte ar moni tonong.

Wewen Ekkoch Auchean Fooks:

"Gross Income": A wewe ngeni unusen noumuwe famini moni tonong, weiweita ika ewe ukukun me mwen epwe keimu takisis, pachanong pwan ekkoch moni tonong ese nomw non tettenin federal me state takisis.

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<i>“Uninsured”:</i>	A wewe ngeni ekkewe patient ese wor nour insurans ika pwan ekkoch aninisin moni (“third party funding”).
<i>“Underinsured”:</i>	A wewe ngeni ekkewe patient mei kawor nour insurans ika pwan ekkoch aninisin moni, nge rese tongeni wisen moni ekkewe ekkoch “out-of-pocket expenses” weiweita ika met nour insurans rese moni ika “cover”.
<i>Pekin Saffei Mei Fokun Namot:</i>	Ren omw kopwe weiweiti ei policy, aiwa pachanong met sokun tumwun/saffei mei pwung non tettenin “Mei Fokun Namot” fan pwungun ewe “American Medical Association”(Katon ewe website: https://www.ama-assn.org/ama/home.page , Aukos 2015): <i>“Pekin Saffei Mei Fokun Namot a wewe ngeni minne saffei mei aucheaekewe tokter repwe awora ngeni nour kana patient ar repwe apochokuna inisir, epeti semwin, fori ekkoch tes ika chekin samaw, saffeni ar feiengaw, me achocho ne awora:(a) minne (saffei)mei namot fan pwungun ekkewe “medical standards” ika ennukun pekin saffei; (b) minne(saffei) mei eoch me tufich ngeniir, fan fitu repwe unumi ika aeni nour kana saffei non eu ran, ewe ukukun repwe unumi ika aeni non eu fansoun, ia ar kewe appointment repwe fis me ia, fitu ran/wik repwe nomw won nour kana saffei; me (c) ekkewe tokter resapw tutumwunu nour kana patient pwe repwe angei seni manauer, iwe resapw pwan amomo ngeniir ar kanapekin aninis pwe repwe angei winer rer.”</i>
<i>Pekin Saffei Non Atun Emerchensi ika Atapwanapwan:</i>	A wewe ngeni ekkewe ekkoch sokun fofforun tumwun ika treatment non fansoun atapwanapwan, usun a affat non ewe annuk a iteni “Emergency Medical Treatment and Active Labor Act” (EMTALA).
<i>“Resident”:</i>	Ekkewe re namotiw non ewe State, me pwan meinisin ekkewe aramas re winiposen ewe State. “Namotiw” non ewe State a wewe ngeni ekkewe re fokkun nonomw non ewe State, esapw ekkewe mei “temporary” (usun a affat non HRS-1). Ika emon a mochen angei aninisin moni, iwe a men auchea epwe namotiw non Hawaii non ukukun 30 ran etta, usun a affat non ei policy.
<i>Met Emon Epwe Monatiw (“Amounts Generally Billed” (AGB)):</i>	Met emon epwe wisen moni faniten an pekin tumwun/saffei non fansoun atapwanapwan are pwan ekkoch sokkun samaw mei auchea (ika a wor noun insurans).
<i>Apwungapwungun An Emon Fich:</i>	Met ewe pioing epwe fori ar repwe kuna ika nenengeni ika emon mei fich ngeni an epwe nounou aninisin moni, are ika esapw.
<i>Famini:</i>	Usun a affat non ewe U.S. Census Bureau, “famini” a wewe ngeni chon eu imw weiweita ika ekkoch aramas (ruemon ika nap seni) iir mei nonomfengen non eu imw anongonong won ir mei pupunu, fitukfengen, ika mei wor nour semirit, are re mwuti (“adopt”) emon ika ekkoch semirit; iwe ekkewe aramas (chochon eu imw) re nomw non tettenin famini. (https://www.census.gov/cps/about/cpsdef.html)
<i>“Medically Indigent”:</i>	An eu famini moni tonong mei nap seni 400% ewe Federal Poverty Guidelines ika FPL (ewe koukun mwenene an ewe muunapen Hawai’i) nge ir rese tongeni momoni unusen niwiniir non pioing

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weiweita ika ar kewe bill pwun ar kewe bill mei nap seni 15% ar moni tonong.

Policy ika Annuk/Napanap:

I. Policy ika Annuk

A. Annukun Ei Pirokram

1. Fan annukun HPH, aipwe awora aninisin moni ngeni ekkewe patient rese tongeni pwusin momoni niwinir non pioing are ika ese wor nour insurans, usun a affat non ei taropwen policy.
2. Iteiten emerchensi room non meinisin ekkewe pioing (fan HPH) repwe anisi aramas meinisin ren pekin saffei non fansoun atapwanapwan, fengen me ekkewe aramas rese tongeni moni niwinir me ese wor nour insurans (usun a affat non ewe annukun HPH a iteni "EMTALA").
3. Ekkewe pioing repwe awora aninisin moni ("financial assistance") ngeni ekkewe ekkoch patient mei fich ("eligible") ngeni ar repwe angei aninis, nupwen ika epwe wor namotan. HPH repwe awora mokukkunun saffei are saffei ese kamo, anongonong won ukukun chon eu famini me ukukun ar moni tonong.
4. Emon patient ese tongeni nouni "Charity care" ne momoni niwinin; Iwe ewe pioing epwe tongeni anisi an epwe kut pwan eu pirokramen aninisin moni me mwen an epwe tongeni nouni "charity care".
5. Emon me emon aramas epwe wor noun insurans, ika ir mei tongeni, iwe ekkewe aramas ese wor nour insurans repwe pwusin kamo nour pwe repwe tongeni nounou ekkana saffei me treatment mei auchea ngeni ar repwe fokun pochokun.

B. An Emon Patient Fich Ngeni An Epwe Angei Aninis

1. Ekkewe chon tungoren aninis repwe tongeni fich ika "eligible" ika pwe ar moni tonong epwe kis seni 400% ewe Federal Poverty Guidelines ika FPL (ewe koukun mwenene an ewe muunapen Hawai'i).
2. Ika an emon chon tungoren aninis moni tonong mei nap seni 400% ewe FPL (ewe koukun mwenene an ewe muunapen Hawai'i) nge ewe ukukun niwinin non pioing mei nap seni 15% an moni tonong, epwe nomw fan tettenin "medically indigent" (wewen, a fich ngeni an epwe nounou aninisin moni). Emon me emon patient epwe pwarata pwungun an moni tonong meinisin.
3. Ei policy a pochokun ngeni ekkewe rewiniaposen Hawai'i. Ekkewe ra nomw nukun ei fonu rese tongeni ar repwe angei aninisin moni me non ei fonu, tiwan chok non fansoun emerchensi ika atapwanapwan. Ika mei wor namotan, fan ekkoch Hawai'i Pacific Health epwe tongeni etiwā an emon tungor ika a nomw nukun ei fonu (anongonong won nonomwun an keis).
4. Emon meemon chon tungoren aninisin HPH epwe fori me topweno mwurin meinisin ekkewe fofforun an applikeison, pachanong pwan ekkoch foffor mei auchea ngeni an epwe angei aninis me ekkoch("third party funding").
5. Ekkewe patient ir mei angei aninisin moni repwe nomw fan pwungun ekkei annuk meinisin.

C. An Emon Mi Samaw Tufich Ne Nounou Monien Aninis Me Mwen An Epwe Amasowa Noun we Application ("Presumptive Eligibility")

1. HPH mei sinei pwe ekoch chon niwing pioing rese tongeni pusin amasowa nour application, atoura nour kewe taropwe, ika awesi nour application anongonong won ar samaw. Ika emon chon niwing pioing ese tongeni pusin awora an poraus

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tichik, are ika ese mwo awesi noun kewe taropwe, iwe HPH repwe kutta pwan ekoch porausan pwe repwe tongeni apwunguwenoi ika a nit monien aninis.

2. Mei ruu anen epwe wor noun emon patient aninisin moni fan HPH:
 - a. Ika emon patient ese tongeni affata ukukun an moni tonong, HPH repwe kutta pwan ekkoch anen repwe tongeni sinei pwungun an fich. A Pachanong:
 - i. Ewe patient mei omnes (weiweita ika ese wor nenian/imwan)
 - ii. Ewe patient a fen angei aninis me eu ika ekoch pirokramen state, federal, ika community, usun ekkei: aninisin mwenge (“food stamps”), aninisin imw (“subsidized housing”), aninisin “welfare”, ika aninisin saffei fan Quest/Medicaid.
 - iii. Ekkewe patient ir mei fich ngeni arrepwe angei aninisin ewe Crime Victims Fund are pirokramen aninisin SATC. Ika ewe Crime Victims Fund me/ika SATC repwe moni ekkoch niwinin, iwe HPH repwe pwan moni meinisin met nussun (nge epwe tongeni awora ei minen aninis fan eu chok.)
 - iv. Ewe patient a mano (nge ese wor an “estate”)
 - v. Ewe patient a faenini “bankruptcy”.
 - b. HPH a tongeni aea “external data” weiweita ika tichikin mettoch ika porausen emon patient seni ekkoch pwe epwe affata pwungun an ewe patient moni tonong (pwe epwe sinei ika a fich ika “eligible” ngeni an epwe angei aninisin moni).
 - i. “External data” a tongeni pachanong: an emon “credit score”, porausen eu “credit reporting agency”, porausen eu pirokramen aninisin aramas mei public, ika poraus tichik me pwan ekkoch agency mei public.
 - ii. Ekewe ekoch poraus weiweita ika “data analytics” mei chok tawe ngeniir ar repwe apwungunweno om tufich, usun mei affat fan ei policy.
3. Ika ka chok nom fan tettenin “presumptive eligibility”, iwe ewe pioing esap tongeni esinesin ngonuk ika pwe en mei wesewesen tufich weiweita ika eligible.
4. Mei tawe ngeni chon niwing pioing meinisin ar repwe amasowa nour application ren monien aninis, iwe ei pioing esapw tongeni nefinifin aramas. Met pwungun noumw we application, ina met sipwe aea ne apwunguweno ika kopwe tongeni nounou monien aninis.

D. Mokukkunun Saffei (“discount”)

1. Ika an emon patient moni tonong mei kis seni 200% ewe Federal Poverty Guidelines ika FPL (ewe koukun mwenene an ewe muunapen Hawai’i), epwe tongeni angei 100% aninis (ese chok kamo).
2. Ika an emon patient moni tonong mei nap seni 200% nge kis seni 400% ewe Federal Poverty Guidelines, epwe tongeni angei 85% aninis ren niwinin non pioing.
3. Ese mwumwuta an emon tokter epwe moni ika etiwa niwinin emon patient ika niwinin mei nap seni ewe koukun AGB (usun a affat non annukun Hawai’i Health), nupwen ika mei wor noun insurans.
 - a. HPH re fori eu foffor a iteni “look back”, usun a affat non IRS 501(r) -5(b)(3), pwe repwe apwungu met emon me emon patient epwe wisen monatiw fan pwungun ewe koukun AGB).

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- b. Ewe aukukun an emon patient epwe moni iteiten maram (are iteiten epwe saffei) a anongonong won met ukukun moni a angei (ika “percentage discount”), usun a affat non ekkana pirokramen “Medicare fee-for service” me “Medicare Advantage”, “Medicaid” me “Medicaid Managed Care”, me pwan ekkewe ekkoch pirokramen “private commercial health” me fan nemenien Hawai’i Pacific Health non ewe ier sia touu seni. HPH repwe wisen finata met emon me emon patient epwe monatiw fan pwungun ewe koukun (AGB) faniten eu me eu nenien saffei/pioing (anongonong won met ukukun moni a angei ika ewe “percentage”), nge esapw tongeni nuseni ewe koukun. Soposop B a pwarata met an emon epwe moni (AGB).
 - c. Iteiten ier, HPH epwe nenengeni met emon me emon epwe moni (fan ewe koukun ika AGB) anongonong won ar moni tonong, nge ar kewe payment resapw tongeni nuseni ewe koukun (AGB).
 - d. HPH epwe fofforochu pwe an emon me emon patient moni (“payment”) esapw watte seni ewe koukun. Ekkewe ekkoch deposit are “prepayment” seni emon patient ese tongeni nap seni ewe koukun (AGB). Ika ukukun an moni epwe watte seni ewe koukun (AGB), epwe wor moni epwe angei mwirin.
 - e. HPH a tongeni an epwe awateta ukukun ekkewe “discount” pwe emon me emon patient esapw moni nuseni ewe koukun (AGB).
4. Ekkewe patient ir mei fich ngeni ar repwe angei aninisin repwe tongeni pwan angei eu discount (85%) ren met repwe niwinimang.
 5. Ika ewe pioing a opwungano pwe emon mi samaw mei tongeni nounou ekewe monien aninisin, iwe ena aninisin a pwan tongeni monano unusen (100 persen) nussun an niwinimang ngeni pioing.
 - a. Ren ach sipwe opwunguveno an emon mi samaw tufich ne nounou monien aninisin me mwen an epwe wesewesin amasowa noun we application (“presumptive eligibility”), kich sipwe aea pwan ekoch poraus, weiweita ika “data analytics”, usun met mei mak asan.
- E. Pekin ika Minen Aninisin
1. Ei policy epwe moni (“cover”) an emon patient niwinin non pioing non fansoun atapwanapwan chok (“emergency care”), are ika met mei nomw non tettenin Mei Fokun Namot.
 2. Aninisin moni (“financial assistance”) esapw tongeni moni ekkei fofforun tumwun/saffei:
 - a. Ekkewe ekkoch fofforun tumwun ese fokun namot (reirei ika treatment), pachanong ekkoch sokkun “cosmetic surgery” ika “plastic surgery” ese fokun namot. (Mei wor ekkoch “self-pay package” faniten ekkoch sokkun reirei ika treatment ese namot. Ekkewe foffor rese tongeni nomw non tettenin “charity”).
 - b. Ei pirokram ese monisaffei mei amomo non sitowa/farmasi. Emon me emon patient a tongeni angei aninisin monien saffei, ika ewe saffei mei namot me auchea ngeni an treatment ika tumwun, usun a affat seni tokter/pioing,
 - c. Fan ekkoch aipwe tongeni moni (fan “charity care”) ekkoch sokkun treatment ika tumwun mei chok for faniten ekkoch “experiment” ika fofforun choosa, nupwen ika epwe fokun namot me auchea, usun a affat seni tokter.
- F. Met Kopwe Fori Omw Kopwe Apply

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1. Ren omw kopwe apply ika tungoren aninisin moni (“financial assistance”), kopwe amasowa me tinato noumw apilikeison (pachanong pwan ekkoch taropwe mei auchea) me non posto ngeni ewe ofesin HPH non ewe address won noumw ena taropwen apilikeison, are kopwe pwisin chuto ngeni eu pwutain “Financial Services” (me non eu pioing fan HPH).

Ka tongeni angei eche kapin ewe “Financial Assistance Policy”, pwan eu apilikeison pwe kopwe tungoren aninisin moni, ese kamo.

- Non ekkewe nenien tumwun/pioing fan HPH, mei pachanong iter non ewe website: www.hawaiiipacifichealth.org/faprogram
- Minato omw email ngeni:

billing@hawaiiipacifichealth.org

ika mak ngeni

Hawai'i Pacific Health – Customer Service (Pekin Aninis)
888 South King St.
Honolulu, HI 96813

- Tungor me non fon:
1(808) 522-4013 won O'ahu,
ika (866)-266-3935 non ekkewe fonu meinisin non Hawai'i
Sarinfan tori Enimu, non atun 8:00 am tori 4:30 pm
- Ka tongeni angei noumw kapin ekkei taropwe me non:
 - Ekkewe ekkoch nenien “Admission” (Tonong)
 - Rumwen Emerchensi

Straub Clinic & Hospital
Pekin Admitting (Tonong)
888 S. King St. Honolulu HI 96813

PaliMomi Medical Center
Financial Services Department (Pekin Aninisin Moni)
98-1079 Moanalua Road
Aiea, HI 96701

Kapi'olani Medical Center for Women & Children
Financial Services (Aninisin Moni)
Aewin Floor- non ewe Lobby
1319 Punahou Street
Honolulu, HI 96826

Wilcox Memorial Hospital
Financial Services (Aninisin Moni)
3-3420 Kuhio Highway
Lihue HI 96766-1098

Kaua'i Medical Clinic
Patient Services (Aninisin Patient)
3-3420 Kuhio Highway Suite B
Lihue HI 96766-1098

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2. Ekkewe patient mei fich ngeni Medicaid/Quest repwe pwan tongeni apply ika tungoren ar repwe angei aninisin moni, nge mei auchea ar repwe topweno mwurin meinisin ekkewe napanapen ei pirokram. Inamwo ika ir mei fich ngeni arrepwe angei aninisin Medicaid/Quest, iwe a pwan auchea arrepwe atoura nour kewe apilikeison, me pwan fori met mei namot ngeni ar repwe angei aninisin ei pirokram. An emon fich (“eligibility”) ngeni an epwe nounou aninisin moni epwe nongonong won an fich ngeni Medicaid/Quest.
3. Ewe patient (ika chon mwumwuta) epwe amasowa noun ena apilikeison, pachanong noun siknacher me ewe pwinin maram, iwe epwe tourato ngeni kem, pachanong pwan eu etta me nein ekkei taropwe:
 - a. Kapin noun taropwen W-2,
 - b. Kapin noun taropwen “federal income tax return” (seni ewe ier sia touu seni) pachanong Schedule C ika pwe a men “self-employ”,
 - c. Kapin noun taropwen amam (“denial”) faniten an ese fich ngeni an epwe angei aninis,
 - d. Kapin noun kewe peistap non ekkeweunungat (3) maram sia touu seni, ika
 - e. Kapin noun taropwen affat seni eu “welfare agency” mei affata pwe mei wor noun insurans

Ika

 - f. Eche taropwe mei affata ewe popun ese tongeni awora ekkewe ekkochtaropwe mei pachanong asan.
 - g. Anongonong won an ewe patient refiu, ika HPH epwe nuku pwe noun ewe patient kewe taropwe (mei pachanong asan) rese fokun pwarata pwungun an moni tonong ika income, HPH epwe pwan tongeni tungorenewe patient an epwe tourato pwan ekkoch taropwe, usun ekkei me fan:
 - i. Taropwen “social security award” me ika taropwen 1099
 - ii. Ekkoch noun kewe taropwen “general excise tax”
 - iii. Ekkoch taropwen “VA” ikataropwen “pension benefit”
 - iv. Ekkoch taropwen “unemployment” ikataropwen “workers compensation benefit
 - v. Taropwen Rent/Imw ika pwan ekkoch taropwen “real estate income”
 - vi. Ekkoch statement ika taropwen Checking ika Savings account
 - vii. Taropwen “alimony” ika “child support” weiweita ika monien tumunun semirit
 - viii. Ekkoch taropwen support ika aninis
4. Nupwen emon patient epwe fich ngeni an epwe angei aninis me eu nenien HPH, ekkewe “discount percentage” repwe chiwen sopwosopwono, iwe ekkewe discount repwe chiwen tongeni akukkunotiw met epwe niwinimang (non pwan ekkoch nenien HPH).

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5. Ekewe ekoch taropwen application ren monien aninis repwe tufich non wukukun wonu maram seni ewe pwinin maram mei mak won ewe application. Mwurin wonu maram, ewe chon niwing pioing epwe minasefani an application ne nounou monien aninis, nge epwe achocho ne uwatto meinisin an kewe poraus tichik pwe epwe fokun fich.
 6. Ren ach sipwe opwunguweno an emon mi samaw tufich ne nounou monien aninis me mwen an epwe wesewesin amasowa noun we application (“presumptive eligibility”), kich sipwe topweno mwirin annukun ewe pioing meinisin, usun mei affat non ei prokramen aninis.
- G. Affata pwungun an fich ne angei Aninisin Moni
1. Mei wor chommong anen HPH epwe affata an emon me emon patient fich ngeni an epwe tongeni angei Aninisin Moni.
 2. Ika emon patient ese wisen awesi an niwinimang, iwe HPH epwe esine ngeni i pwe epwe wor eu atatur ika tipengaw, anongonong won an ese moni an kewe payment. Ekkewe foffor ra iteni “Extraordinary Collection Activities (ECA)), iwe a wewe ngeni met HPH epwe fori an epwe tongeni angei sefani ewe ukukun moni mei chiwen mang. Ikkei ekkoch anen an HPH epwe esinesin ngeni ewe patient pwe epwe faenini eu atatur pwe epwe satuni ne etiwa met mei nussun:
 - a. Ewe “System Director of Revenue Cycle Management” epwe nenengeni eu me eu keis. Ewe “Systems Director” epwe akomw nenengeni an emon patient keis me mwen ekkewe fofforun “ECA” repwe tongeni poputa.
 - b. Ekkewe fofforun ECA rese tongeni poputa mwitir seni 120 ran annei seni ewe pwinin maram won ewe aewin taropwen esinesin (“patient statement”).
 - c. Esapw mang seni innik (30) ran me mwen ewe aewinfforun ECA epwene fisatiw, HPH epwe:
 - i. Awora eche taropwen esinesin mei affata an ewe patient fich ika status, epwe pwan esine ngeni i met sokkun ECA epwe fori, iwe epwe pwan esine ngeni i inet ekkewe fofforun ECA repwe tongeni poputa. HPH epwe pwan awora eu “plain language summary” weiweita ika eche taropwen awewe pwe epwe eu pisekin kaeo me anisi aramas ar repwe weweochu ekkei annuk me fan ei policy.
 - ii. Achocho ne kapas ngeni ewe patient usun ei pirokramen aninisin moni (fan ei policy) pwan met ewe patient epwe fori an epwe tongeni apply.
 - iii. Ika HPH epwe resifini an emon patient apilikeison, iwe epwe chok akounoiekkewe ECA tori an we apilikeison epwene wes.
 3. Mwurin HPH epwe awesi an nenengeni, usun a affat asan, HPH epwe tongeni faenini ika atoura eu atatur ika tipengaw non eu “credit reporting agency” pwe epwe etiwa met ewe patient mei mang won (weiweita ika met ese mwo moni).
 4. Ika mei wor an emon niwinimang (faniten och pekin tumwun/saffei me akomw), HPH ese tongeni poputa ne fori ekkoch ECA, tori fansoun epwe fori ekkei mettoch:
 - a. HPH epwe ngeni ewe patient eu apilikeison pwe epwe tungoren aninisin moni, pwan eu “plain language summary” weiweita ika eche taropwen awewen ei policy ika pirokramen aninisin moni.
 - b. HPH epwe ngeni ewe patient eche taropwen esinesin mei affata an we fich ika status, epwe pwan esine ngeni i met sokkun ECA epwe fori, iwe pwan met ewe ranin wesinon an we apilikeison(ika ena apilikeison a for faniten och tumwun/saffei me akomw). Ewe ranin wesinon esapw tongeni mang

HPH: Pirokramen Aninisin Moni

seniinnik (30) ran anei seni ewe pwinin maram won ewe taropwen esinesin, are/ika ruepuku-faik (240) ran anei seni ewe pwinin maram ewe aewin taropwen niwinin a fen tinano me non posto.

- c. HPH epwe poraus fengen me ewe patient usun meinisin porausen ei pirokramen aninisin moni (fan ei policy), iwe epwe pwan erenii met epwe fori an epwe tongeni apply.
- d. HPH epwe mwutir nenengeni ekkewe apilikeison mei atoura pokitenekkochepekin aninisin tumwun ika saffei seni me akomw.

“Standard” / “Reference” me ler:	ACA
Pwata Rekan Siwini Ei Taropwe:	<input type="checkbox"/> Minafo <input checked="" type="checkbox"/> Updat'ini <input type="checkbox"/> Ekukunutiw
Chon Mak me Depatmen:	“Revenue Cycle”
Chon Refiu'ini me Depatmen:	Ekewe Meinapen ewe Board

Ekewe Kaukun Mwenene an ewe Munap (“Poverty Guidelines”)

Ren sososopun porausen ewe Federal Poverty Guidelines (FPG), ka tongeni katon an ewe Office of the Assistant Secretary for Planning and Evaluation (ASPE) link won ar iwe website ren: <https://aspe.hhs.gov/poverty-guidelines>.

Ren omw kopwe nounou aninisin awewe, weiweita ika emon chon chiakku, katon Appendix D.

**Ukukun ewe Hawai'i Pacific Health "Amounts Generally Billed" (AGB) faniten ekkewe
Nenien Saffei/Pioing Non Tettenin Hawai'i Pacific Health**

Ren soposopun porausen met kopwe chiwen monatiw pwe mon omw niwinimang non pioing ("Amounts Generally Billed (AGB)), kosemochen kopwe katon ei link non an ewe HPH Financial Assistance Program website:
<https://www.hawaiipacifichealth.org/media/6950/amounts-generally-billed-agb.pdf> .

Ren omw kopwe nounou aninisin awewe, weiweita ika emon chon chiakku, katon Appendix D.

Annukun Nefinifin Aramas

Hawai'i Pacific Health mei nomw fan pwungun ekewe annukun "Federal civil rights", iwe esapw wor nefinifin aramas anongonong won ngang chon ian, enuwen unuchei, ian uwa feito me ian, ieri, ai wanengaw ren inisi are mokurei, ika ngang mwaan are fefin. Hawai'i Pacific Health esapw tongeni pinei seniei ai kewe aninisin anongonong won ngang chon ian, enuwen unuchei, ian uwa feito me ian, ieri, ai wanengaw ren inisi are mokurei, ika ngang mwaan are fefin.

Meinisin ekewe pioing fan Hawai'i Pacific Health repwe:

Awora aninisin ese kamo ngeni ekewe mi wanengaw ren inisir are mokurer pwe repwe tongeni weweoch, usun ekkei:

- Chon chiakku ren "sign language" (foos non esisin) faniten ekewe rese tongeni rong ika kapas
- Pworaus non anen om kopwe weiweiti (usun ekoch pwuk mei kawor "large print", pwan ekoch pisekin angangen awewe faniten ekewe mi mesechun are mei pung seninger)

Awora aninisin awewe ika pwe kose kon weiweiti kapasen Merika, usun ekkei:

- Chon chiaku
- Taropwe mei siwini non foosun fonuom

Ika kose menemenoch usun an ewe Hawai'i Pacific Health nikinikin ngonuk, are ika ka ekieki pwe ra nefinifin aramas anongonong won en chon ian, enuwen unuchom, ian ka feito me ian, ierium, om wanengaw ren inisum are mokurom, ika en mwaan are fefin, en mei tongeni faenini om atatur ren:

Kapi'olani Medical Center for
Women and Children
(Nenien Tutumwunun Fefin me Semirit)
Ewe Meinapen Chon Aninisin Ekewe Chon
Niwing Pioing ("Patient Relations Coordinator")
1319 Punahou Street
Honolulu, HI 96826
(808) 983-6067

Wilcox Medical Center
Ewe Meinapen Safety me Chon Aninisin Ekewe
Chon Niwing Pioing ("Patient Safety & Quality
Services Coordinator")
3-3420 Kuhio Hwy
Lihue, HI 96766-1099
(808) 245-1261

Pali Momi Medical Center
Ewe Meinapen Chon Aninisin Ekewe Chon
Niwing Pioing ("Patient Relations Coordinator")
98-1079 Moanalua Road
Aiea, Hawaii 96701
(808) 485-4330

Kauai Medical Clinic
Ewe Meinapen Safety me Chon Aninisin Ekewe
Chon Niwing Pioing ("Patient Safety & Quality
Services Coordinator")
3-3420 Kuhio Hwy, Ste B
Lihue, HI 96766-1098
(808) 245-1261

Straub Medical Center
Ewe Meinapen Chon Aninisin Ekewe Chon
Niwing Pioing ("Patient Relations Coordinator")
888 S. King Street
Honolulu, Hawai'i 96813
(808) 522-4765

Ika ka mwochen atoura om atatur, ka tongeni chuto ren ach ei ofes ika sentini eche taropwe ika email ngeni ewe pioing, Ika ka mwochen emon epwe anisuk ne faenini om atatur, kopwe tingoren ewe pioing.

Ka pwan tongeni faenini ew "civil rights" atatur ren ewe U.S. Department of Health and Human Services, Office for Civil Rights, me non kamputer ren ewe Office for Civil Rights Complaint Portal, non internet address <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, ika koko are mak ngeni:

U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F HHH Building
Washington, D.C. 20201
1-800-868-1019, 800-537-7697 (TDD)

Ka tongeni angei noum taopwen atatur me non kamputer non ewe website
<http://www.hhs.gov/ocr/office/file/index.html>

Proficiency of Language Assistance Services

ATTENTION: If you speak [language], language assistance services, free of charge, are available to you. Call 1-808-983-6000 (*Kapi'olani*), 1-808-486-6000 (*Pali Momi*), 1-808-522-4000 (*Straub*), 1-808-245-1100 (*Wilcox*), 1-808-245-1500 (*Kaua'i Medical Clinic*).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-808-983-6000 (*Kapi'olani*), 1-808-486-6000 (*Pali Momi*), 1-808-522-4000 (*Straub*), 1-808-245-1100 (*Wilcox*), 1-808-245-1500 (*Kaua'i Medical Clinic*).

PAKDAAR: Nu saritaem ti llocano, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Awagan ti 1-808-983-6000 (*Kapi'olani*), 1-808-486-6000 (*Pali Momi*), 1-808-522-4000 (*Straub*), 1-808-245-1100 (*Wilcox*), 1-808-245-1500 (*Kaua'i Medical Clinic*).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-808-983-6000 (*Kapi'olani*), 1-808-486-6000 (*Pali Momi*), 1-808-522-4000 (*Straub*), 1-808-245-1100 (*Wilcox*), 1-808-245-1500 (*Kaua'i Medical Clinic*).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-808-983-6000 (*Kapi'olani*), 1-808-486-6000 (*Pali Momi*), 1-808-522-4000 (*Straub*), 1-808-245-1100 (*Wilcox*), 1-808-245-1500 (*Kaua'i Medical Clinic*).

MEI AUCHEA: Ika iei foosun fonuomw: Foosun Chuuk, iwe en mei tongeni omw kopwe angei aninisin chiakku, ese kamo. Kori 1-808-983-6000 (*Kapi'olani*), 1-808-486-6000 (*Pali Momi*), 1-808-522-4000 (*Straub*), 1-808-245-1100 (*Wilcox*), 1-808-245-1500 (*Kaua'i Medical Clinic*).

MO LOU SILAFIA: Afai e te tautala Gagana fa'a Sāmoa, o loo iai auaunaga fesoasoan, e fai fua e leai se totogi, mo oe, Telefoni mai: 1-808-983-6000 (*Kapi'olani*), 1-808-486-6000 (*Pali Momi*), 1-808-522-4000 (*Straub*), 1-808-245-1100 (*Wilcox*), 1-808-245-1500 (*Kaua'i Medical Clinic*).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-808-983-6000 (*Kapi'olani*), 1-808-486-6000 (*Pali Momi*), 1-808-522-4000 (*Straub*), 1-808-245-1100 (*Wilcox*), 1-808-245-1500 (*Kaua'i Medical Clinic*).

LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jermal in jipañ ilo kajin ñe am ejjelok wōñāñ. Kaalok 1-808-983-6000 (*Kapi'olani*), 1-808-486-6000 (*Pali Momi*), 1-808-522-4000 (*Straub*), 1-808-245-1100 (*Wilcox*), 1-808-245-1500 (*Kaua'i Medical Clinic*).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-808-983-6000 (*Kapi'olani*), 1-808-486-6000 (*Pali Momi*), 1-808-522-4000 (*Straub*), 1-808-245-1100 (*Wilcox*), 1-808-245-1500 (*Kaua'i Medical Clinic*).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-808-983-6000 (*Kapi'olani*), 1-808-486-6000 (*Pali Momi*), 1-808-522-4000 (*Straub*), 1-808-245-1100 (*Wilcox*), 1-808-245-1500 (*Kaua'i Medical Clinic*).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-808-983-6000 (*Kapi'olani*), 1-808-486-6000 (*Pali Momi*), 1-808-522-4000 (*Straub*), 1-808-245-1100 (*Wilcox*), 1-808-245-1500 (*Kaua'i Medical Clinic*).

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-808-983-6000 (*Kapi'olani*), 1-808-486-6000 (*Pali Momi*), 1-808-522-4000 (*Straub*), 1-808-245-1100 (*Wilcox*), 1-808-245-1500 (*Kaua'i Medical Clinic*).

ATENSYON: Kung nagsulti ka og Cebuano, aduna kay magamit nga mga serbisyo sa tabang sa lengguwahe, nga walay bayad. Tawag sa 1-808-983-6000 (*Kapi'olani*), 1-808-486-6000 (*Pali Momi*), 1-808-522-4000 (*Straub*), 1-808-245-1100 (*Wilcox*), 1-808-245-1500 (*Kaua'i Medical Clinic*).

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1-808-983-6000 (*Kapi'olani*), 1-808-486-6000 (*Pali Mom*), 1-808-522-4000 (*Straub*), 1-808-245-1100 (*Wilcox*), 1-808-245-1500 (*Kaua'i Medical Clinic*).

E NĀNĀ MAI: Inā ho'opuka 'oe i ka 'ōlelo [ho'okomo 'ōlelo], loa'a ke kōkua manuahi iā 'oe. E kelepona iā 1-808-983-6000 (*Kapi'olani*), 1-808-486-6000 (*Pali Mom*), 1-808-522-4000 (*Straub*), 1-808-245-1100 (*Wilcox*), 1-808-245-1500 (*Kaua'i Medical Clinic*).

Ekkewe Chon Awora Rese Nomw Non Tettenin Ewe HPH “Financial Assistance Policy” (FAP)

Ikkei Ekkewe Chon Awora Non Ewe “Hawai'i Pacific Health Financial Assistance Policy” (FAP):

- Ekkewe Chon Awora Non Kaua'i Medical Clinic (KMC)
- Ekkewe Chon Awora Non Kapi'olani Medical Specialists (KMS)
- Ekkewe Chon Awora Non Straub
- Ekkewe Chon Awora Non Pali Momi Medical Center (PMMC)

“Chon Awora” a wewe ngeni: tokter, kangkof ika chon tutumwunu ekkewe mi ter/samaw (mei kamo).

Ifa iten ekkewe tokter rese nomw non tettenin ewe Financial Assistance Policy (FAP)?

Ka tongeni katon meni tokter **esapw** fich fan FAP me non ewe taropwe a mak iter non (“Provider List”), iwe a pwan pachanong iten ar kewe pioing ika nenien tumwun ie re kan angang me ia. Ka tongeni katon ena taropwe a mak iter (“Provider List”) me non ewe HPH Financial Assistance Program website: https://www.hawaiipacifichealth.org/media/6690/non_hph_list_062017b.pdf.

Ena list mei chok updatini iteiten unungat maram. Ika ke mwochen churi emon tokter nge kose chok kuna itan non ewe HPH FAP list, kosemochen kopwe kokkori Customer Service non O'ahu ren (808) 522-4013, non Kaua'i (808) 245-1119, ika toll free, wewen ese kamo, ren (866) 266-3935.