

COPLEY HOSPITAL, INC.
FY21 HEALTH CARE ADVOCATE QUESTIONS
August 3, 2020

Health Care Advocate FY2021 Hospital Budget Guidance Questions [Updated due to COVID-19]

1. Commercial Rate

In the table provided below, please provide by commercial payer (BCBSVT, TVHP, MVP, Cigna, and Other):

- a. The rate change you implemented in FY2020 and budgeted for FY2021.*
- b. The budgeted FY2021 net patient revenue (NPR) and proposed NPR change from FY2020.*
- c. The average ratio of the payer's reimbursement rate to Medicare's reimbursement rate.*

RESPONSE: Below is the requested information in total for all commercial payers combined.

Table 1. Commercial Rate

	Rate Change		Net Patient Revenue			Medicare Reference
	FY2020 (Implemented)	FY2021 (Budget)	FY2020 (Budget)	FY2021 (Budget)	% Change from FY20B to FY21B	Average Ratio of Reimbursement Rate to Medicare Reimbursement Rate (FY2020)
Total Commercial	9.8%	8.0%	\$ 39,983,997	\$ 38,303,751	-4.2%	171%

2. Hospital Financial Assistance during COVID-19

- a. How have you changed your official or unofficial patient financial assistance policies and/or procedures during COVID-19?*

RESPONSE: Copley has not modified its official patient financial assistance policies regarding COVID-19, nor have we instituted any unofficial policies.

However we are working with our patients when they contact us sharing they are having a challenging time with making their payments. As always we are still encouraging them to apply for our financial assistance program to potentially help them reduce their bill.

- b. How have you handled patient collections during COVID-19?*

RESPONSE: Due to COVID-19, Copley has stopped sending patients' new bills to collections.

- i. How many patients had bills sent to collection agencies during each of the first three quarters of FY2020?*

RESPONSE: Q1 – 1,082, Q2 – 1,091, Q3 – 233

- ii. How many patients currently have bills in collections? How does this number compare to a normal year for your hospital?*

RESPONSE: Copley currently has 11,370 patient accounts in collections. This number is lower as compared to prior years.

3. Provider Recruitment

- a. How (if at all) have you leveraged the federal J-1 visa waiver program in your recruitment of health care providers?*

RESPONSE: Copley has not yet needed to leverage the federal J-1 visa waiver program as a means to recruit providers.