



July 31<sup>st</sup>, 2020

Attn: Office of the Health Care Advocate  
 264 North Winooski Ave.  
 Burlington, Vermont 05401

**Re: HCA FY21 Hospital Budget Follow-up Questions**

Dear Health Care Advocate:

Please find responses to your questions below.

**1. Commercial Rate**

Our price increases are applied to all payers equally.

Payer	Rate Increase		NPR/FPP			Ratio of NPR Rate to Medicare NPR Rate
	FY20 B	FY21 B	FY20 B	FY21 B	% Change	
BCBSVT	3.20%	4.28%	\$ 8,827,732	\$ 9,372,591	6.17%	1.27
TVHP	3.20%	4.28%				
MVP	3.20%	4.28%				
Cigna	3.20%	4.28%				
Other	3.20%	4.28%	\$ 9,679,044	\$ 10,235,340	5.75%	1.27

**2. Hospital Financial Assistance During COVID-19**

*a.*

No official changes to the Financial Assistance Policy. However, a letter was sent to our patients indicating that effective April, 1<sup>st</sup> 2020, all self-pay balance and payment plan collection efforts were postponed for 30 days.

*b.*

As mentioned above, we have sent a letter to our patients postponing all collection efforts for 30 days. In this letter, we reiterated that financial assistance options were available, and encouraged all those facing financial difficulties to contact one of our Customer Service Representatives to discuss how we can assist with their balance.

*b.i.*

Accounts Sent to Collection Agencies		
Q1	Q2	Q3
1123	1086	1158

*b.ii.*

There are currently 24,593 accounts with our collection agency. This is typical of an average year.

### **3. Provider Recruitment**

We have supported 5 providers through the J1 process in the last 5 years; 3 hospitalists, one primary care physician (who has chosen to ultimately stay at our institution long term) and are currently pursuing a J1 visa for a neurologist.