

## Maryland Hospital Patient Information Sheet

### Frequently Asked Questions

- 1. What must be provided to patients in the information sheet by acute care hospitals required under Health-General §19-214.1(e) and Maryland regulations, COMAR 10.37.10.26 (6)?**
  - a. Description of the hospital's financial assistance policy;
  - b. Description of the patient's rights and obligations with regard to hospital billing and collection under the law;
  - c. Contact information for the individual or office at the hospital that is available to assist the patient, the patient's family, or the patient's authorized representative with
    - i. the patient's hospital bill;
    - ii. the patient's rights and obligations; and
    - iii. how to apply for free and reduced care.
  - d. Contact information for the Maryland Medical Assistance Program; and
  - e. A statement that physician charges are not included in the hospital bill and are billed separately.
- 2. When must this sheet be available?**
  - a. June 1, 2009, it must be ready to give to patients before discharge, along with the hospital bill, and upon request.
    - i. Before discharge means the form can be provided to patients as part of the registration packet.
- 3. Does the form have to be provided with every billing statement mailed to the patient?**
  - a. It is the current position of the HSCRC that the information sheet be provided, at a minimum, with the initial bill; however, this position is subject to further review. If this position changes, hospitals will be given advance notice of any such change.
- 4. Does the information sheet requirement apply only to bills for inpatient services?**

- a. Yes. At this time, it refers to inpatient services. The Commission will study the feasibility of applying this requirement to outpatient bills as well. If this policy changes, hospitals will be given advance notice. The Commission expects that hospitals that have been providing an information sheet to patients receiving outpatient services in the past should continue to do so.
- b. An information sheet is not required to be used by non-acute care, psychiatric and chronic care hospitals at this time. The Commission will be studying whether an information sheet should be provided by these facilities in the future.

**5. Do our patient information sheets have to be identical to the one developed by the HSCRC?**

- a. No. The HSCRC information sheet is a sample sheet designed to assist hospitals in understanding the elements that should be included. It is incumbent on hospitals to comply with the provisions specified under Question #1.
- b. The HSCRC will be requiring hospitals to submit their information sheets in place in mid-June (2009). The HSCRC will review these sheets for compliance with the law, commonality, and reasonableness. Following this review, the Commission may provide more specific requirements. Hospitals will be provided advance notice of any changes.

**6. Is a verification of receipt (patient signoff) necessary?**

- a. At this time, it will not be required. The HSCRC will consider this as part of the review referred to under Question #5b.

**7. In what language must the form be provided?**

- a. At a minimum, English and Spanish.