



HFHS Txoj Caj Tswjfwfwm Kev Tsim Daim Ntawv Nqi thiab Kev Sau Nqi Ntawm Tus Neeg Mob

Keeb Kwm Yav Dhau Los

Henry Ford Health System (HFHS) saib taus txhua tus neeg mob yam muaj meej mom, hawm thiab pom dej siab dej ntsws. Cov neeg mob tuaj yeem tso siab rau HFHS tias nws yuav sau tus nqi saib xyuas mob nkeeg kom ncaj ncees thiab nws yuav pab nrhiav hom kev pab tswj xyuas lawv cov nqi khomob rau cov neeg mob.

Txhua tus neeg mob muaj cai txais kev saib xyuas xwm txheej kub ntxhov ceev raws li lawv rab peev xwm them taus lossis raws li cov nyiaj seem tsis tau them zaum tag dhau los.

Cov neeg mob thiab/lossis cov neeg lav yuav tsum lees them cov nqi kuaj mob rau HFHS. Muaj lub luag haujlwm qhia cov ntaub ntawv kom raug thiab muab cov ntaub ntawv txhij txhua qhia rau HFHS, them nyiaj kom ncav sijhawm, ua raws li tau pom zoo ntawm hom kev npaj them cov nqi, thiab tso npe rau hom kev tiv thaiv khomob txawm tias tus tswv num, cov neeg pab nyiaj ntiag tug, tsoomfwv cov kev pab xws li Medicare (Phaj A, B, thiab D, lossis C) thiab cov kev pab ntawm Medicaid lossis lwm feem neeg thib peb sab nrauv yuav pab them lossis tsis pab them los xij.

Txoj Cai Tswjfwfwm

Henry Ford Health System (HFHS) yuav muaj lub luag haujlwm saib xyuas feem nyiaj txiag uas lawv tau muab kev kuaj mob rau cov neeg mob kom ncav sijhawm thiab sau cov ntaub ntawv sau nqi raws li lawv txoj haujlwm thiab kev pom dej siab dej ntsws. Txheej txheem kev sau cov nqi rau cov kev kuaj mob yog pib thaum lub sijhawm teem caij tuaj ntsib lossis thaum tuaj kuaj mob thiab tomqab tau txais cov nuj nqi seem lawm thiaj li yog them tag. HFHS muaj cai sau cov nuj nqi raws li txoj cai kev saib xyuas mob nkeeg.

Cov Ntsiab Lus

Kev Sau Cov Nqi Ntau Heev (ECA) – Tso cai pub sau ECAs muaj xws li:

- Ua raug raws li txoj cai lossis raws li kev txiav txim ntawm lub tsev hais plaub rau tus neeg tshuav nuj nqi
 - Txeeb lossis ywv tus kheej cov nyiaj hauv tuam txhab nyiaj
 - Pib siv txoj cai pej xeem rau ib tug neeg
- Kev muag ib tug neeg cov nuj nqi rau ib feem neeg thib peb sab nrauv
- Kev ceebtoom ntawm cov chaw qiv txais nyiaj

Txheej Txheem Cai

Ua ntej yuav xa ib daim ntawv rau ib tug neeg mob, kev sau cov nqi yuav muaj xws li nram no tab sis kuj tsis yog tas lis no xwb xws li:

- Kev them cov nqi uas raug lov tawm lossis them cov nqi uas ob leeg sib pab them
- Kev npaj them nqi lossis tso nyiaj ua ntej yuav muab kev saib xyuas

HFHS, lossis cov chaw muab kev pab uas tau cog lus los ntawm HFHS yuav tsis sau ib qho nqi yog pom tias tau Sau Cov Nqi Ntau Heev (ECA) lawm kom mus txog thaum tus neeg mob muaj cai tau txais Kev Pab Feem Nyiaj Txiag (Patient Financial Assistance Program, PFAP) thiab kom mus txog thaum lub sijhawm ceebtoom. HFHS yuav sau ib daim ntawv hais txog cov nyiaj PFAP mus qhia rau cov neeg mob tias lawv puas muaj cai tau txais cov nyiaj pab. Muaj cov ntaub ntawv xws li:

- Qhia rau tus neeg mob txog qhov muaj cov nyiaj PFAP rau thaum lub sijhawm saib xyuas lossis thaum lub sijhawm muaj cai tau txais kev pab thiab kev kuaj mob
- Xa cov ntaub ntawv ntsig txog qhov muaj cov nyiaj PFAP hauv txhua lub hli mus rau
- Txuas lus rau tus neeg mob kom npaj them cov nuj nqi seem uas tsis tau them

Yog pom tias tus neeg mob no tsis muaj cai tau txais cov nyiaj pab thiab HFHS tsis tuaj yeem sau cov nqi tomqab sau daim ntawv sau nqi xa mus rau nws lawm, tej zaum tus as-qhauj no yuav raug muab tso rau hom Tsis Muaj Nyiaj Tsaus Them Nuj Nqi thiab yuav raug xa mus sau nqi rau feem sab nrauv. Tej zaum yuav tsis muab cov as-qhauj nram no xa mus rau ib lub chaw sau nqi:

- Cov neeg mob uas raug khwv yees tias muaj cai rau PFPA yuav raug txo tus nqi 100% rau txhua feem kev saib xyuas mob nkeeg tseem ceeb
- Cov as-qhauj uas paub tias tus neeg lav tau tag sim neej lawm
 - Yuav npaj ua daim ntawv sau nqi yog pom tias tseem tshuav cov nyiaj seem tshaj \$1,000
- Cov as-qhauj uas yeej raug rho nyiaj them rau ib hom kev npaj them nyiaj lawm

Kev Hloov Xub Thawj

Tej zaum ib tug as-qhauj yuav raug xa mus sau nqi rau sab nrauv yog nws tau raws li ib ntawm ntau yam qauv nram no:

- Cov nuj nqi seem uas tus kheej yog tus them yog tseem tsis tau them hauv lub sijhawm 120 hnuv tomqab xa daim ntawv sau nqi xub thawj mus lossis tomqab hnuv hais mus rau tus neeg mob thaum sau cov ntaub ntawv sau nqi mus tag lawm
- Tus Neeg Mob/Tus Neeg Lav hais qhia tias nws tsis xav them cov nqi
- Tsis tuaj yeem sau ntawv hauv email thiab/lossis hu xovtooj rau tus neeg mob vim cov ntaub ntawv no tsis raug

Kaw thiab Xa Rov Qab

Cov chaw sau nqi yuav kaw thiab xa cov as-qhauj rov qab mus rau HFHS tomqab ib lub xyoos tshwj tsis yog tus as-qhauj tau ua raws li ib ntawm cov qauv nram no:

- Tus Neeg Mob/Tus Neeg Lav yuav tsum them cov nqi mus raws li hom kev npaj them nqi
- Hauv ib tug as-qhauj sau nqi uas tseem siv tau
- Tso tseg tsis sau nqi rau ib tug as-qhauj vim:
 - Muab nyiaj pub rau cov neeg txom nyem lawm
 - Tsis muaj nyiaj them taus cov nuj nqi
 - Daim ntawv txiav txim tau hais kom muab cov nyiaj losyog khoom faib lawm
 - Tsis pom zoo rau cov kev saib xyuas
 - Lwm yam kev tso tseg tsis sau cov nqi raws li tau sau tseg rau hauv Txoj Cai Kev Sau Cov Nuj Nqi Kom Ncaj Ncees (Fair Debt Collection Practices Act, FDCPA)

Kev Pom Zoo Sau Nqi Rau Feem Neeg Sab Nrauv

Txhua tsab ntawv uas pom zoo sau cov nqi rau cov neeg sab nrauv yuav tsum sau ua ntaub ntawv thiab yuav tsum sau rau hauv daim ntawv cog lus nrog rau cov neeg mob raws li nram no tab sis tsis yog tas li no xwb xws li:

- Cov ntaub ntawv sib pauv hloov ntsig txog HFHS PFAP
- Cov nqi uas pub sau nqi tau
- Cov nqi uas txwv tsis pub sau nqi tau