

Workflow Guide

Background

The South Carolina Department of Health and Human Services' (SCDHHS) recommended workflow depicts the patient attestation process and how SCDHHS envisions it would be operationalized in a hospital setting. The diagram that follows shows how the attestation process transitions to eligibility screening, enrollment in coverage and billing.

Hospitals may note that this workflow mirrors many aspects of their existing financial counseling process. This is intentional. The Department wants to ensure all patients receive information about their coverage options and hospitals receive appropriate reimbursement while minimizing the creation of additional processes or undue burden for hospitals. Rather, the goal is to illustrate how patient attestation can be obtained through the existing intake and financial counseling process already occurring in most hospitals.

Gathering Patient Attestation

The initial steps of the workflow show the process of identifying existing sources of coverage. Next, they progress to determine whether the patient has been assessed for Medicaid and/or Federal Marketplace eligibility through the attestation process/form. Then, they illustrate the use of the attestation information to determine whether an individual should be referred to an eligibility resource. The following portion of the diagram takes into account individuals who may be self-pay, eligible for charity care assistance or not compliant with the attestation process.

Identifying Other Payment Options

The steps following the attestation show the process for assessing the patient's eligibility for various coverage options and the actions generally taken by hospitals based on the results of that assessment.

Additional Information and Assistance

The agency understands that hospital processes for intake and screening for coverage vary and may include more or fewer steps than those indicated in this diagram. Hospitals may submit their alternative workflows for approval as specified in the 2014 SCDHHS DSH Guidance letter.

Any hospital that would like assistance with understanding the process may contact the agency at proviso@scdhhs.gov for assistance in documenting its existing process and identifying the points where attestation fits into its process without disruption.