



## I. TUMTAHMI

Himi Sumpai Bawmnak Polisi (Financial Assistance Policy) cu Indiana University Health ("IU Health") ih ummi pawl bawmnak fumfe tuah suak thei ih insuaren nei Mina le Insuaren Nei lo Mina, pawl hrang, an tuah theih zat kuan in le an ti thei lo mi bawmnak hrang ah a si.

## II. HUAP CIN

Himi Polisi cu IU Health sizung thilri, IU Health Medical Group (IUMG) bawmnak petu, IU Health Ambulatory Surgery Center (ASC), le IU Health si dawr pawl hrangah a si ih, polisi ih simmi vekin Qualifying Care,, le poi hruak le/lole si lam tuamhlawm `ulmi hna pawl zoh ih tuamhlawm thei mi pawl hrang a tel, khui tawh hmun a si khal le a a ngah a si.

Himi polisi in IUHMG ih tuan lomi bulpak sibawi le tuamhlawmtu pawl ih tuamhlawmnak pawl a tel lo, IUHMG sungih hnaʼuantu bawmnak petu pawl ih tuamhlawm mi pawl lawng a tuah sak thei a si. IUHMG sungih hnaʼuantu bawmnak petu le IUHMG sungih hnaʼuan lotu pahnih ih danglamnak cu ngan lang a si, cumicun IU Health umnak hmunah a tuahsak ding, zoh duh sile <https://iuhealth.org/pay-a-bill/financial-assistance>.

## III. BEISEI MI PAWL

Hi Polisi sungih beisei pawl ziangvek khal Sumpai lam Bawmnak Komoti (Financial Assistance Committee) in a nemhngat ta ding.

## IV. SIMFIANGNAKPAWL

**Tiangpi ih Sumpai Cem Zat (Amounts Generally Billed) (AGB):** tiangpi ih sumpai cem ding zat cu poihrak lole a dang si le vai tuamhlawm tulmi pawl an insuaren ih tuah sak theimi pawl a si.

**Aset (Thil Neihmi):** Ziangvek thil khal mina lole mina tuanvo latu ih neihmi/thu hnuai ih ummi pawl man pawl kha a si.

**Hleice Hrilkhawm (Extraordinary Collection Action) (ECA):** Hi Polisi hnuai tuamhlawmnak hrang sumpai pek tulmi IU Health ih lakmi mina lole mina tuanvo latu dokalh ih tuanvolaknak a si.

**Zocah Harsa A Timi (Federal Poverty Level) (FPL):** Tiangpi thu ah U.S Harhdamnak Zung & Minung Tuamhlawmnak khiihmuhnak tuahmi pawl a si. A nambat cu innsang tin ih sumlut le bulpak sungkua zoh in thu thluknak tuah a si ding.

**Sumpai lam Bawmnak (Financial Assistance):** Mina lole anmah tuanvo latu, hi Polisi hnuai ah bawmnak ngah thei pawl ih tuanvo pawl cu kuan malnak ding a si.

**Sumpai lam Bawmnak Dilnak Ca:** Sumpai lam Bawmnak mina lole tuanvo latu ih tuah theh tulmi a si.

**Sumpai Bawmnak Komoti:** Sumpai bawmnak hrangih a tulmi dilnak pawl zohfel dingih dinmi Sumpai Bawmnak Thuthluknak tuahmi pawl an sih ih Revenue Cycle tem ih tuahmi thil a si.

**Sumpai Bawmnak Thuthluknak:** Hi Polisy hnuai ih tuahmi Sumpai Bawmnak dilmi cohlang lole elnak a si.

**Gross Charge:** Harhdamnak tuamhlawmawknak le sizung thilri pawl hrang man bikhiahnak le danglam deuh ih mina kuan tulmi pawl kuanmi pek kirsal, niam, lole san sung hlan ih tuah dingmi thil tuah tul kha a si.

**Harsatnak:** Nuntu khawsaknak hrangih a ʔulmi le man pek harsatnak san fiang zet ih lang lole thei lo.

**Innsang:** Mina, lole ʔuanvo latu bulpak zate ih, rampi sumlut siah pek mi pawl a si. ʔuanvo neitu in cozah ah siah an pe ih anmah cu innsang ih ah um tlang dinhmun pawl kan pekmi pawl an siah pekmi pawl khal langter ding a si. Mina lole mina ʔuanvo neitu ih sumlut in cozah ih siah pek ʔulmi a famkinter ʔheh dingtimi amahkhan a si lo, mina lole mina ʔuanvo neitu in hmailam ih ʔulmi tuah ʔulmi pawl an pek a ʔul ding.

**Sumlut:** Sum ʔhang, sum ngahnak dingih thilr ret, hlawhman, thil dangdang, tippawl, pinsin, hnaʔuan ngahmi ih ngah mi fee, thilri zuar ih ngahmi, thilri sanman sumlut, midang thilri zuar sak man, nupi pasal bawmna ngahmi, lole hnaʔuannak hmun in ngah ding.

**Indiana Umnak:** Bulpak Indian ih um can ah nemhngetnak neih le Indiana ih driver laisin lole a hnuai lam ih ca pa nhih pawl neitu a si dingih cumi a langter pei:

- U.S Postal Service umnak hmun thleng aw nemhngetnak.
- Indiana vote thlak theinak card.
- Indiana ih thilri na neihmi Zohnak.
- Compani thilri, credit card, sibawi, lole sizung ih bil pek mi dil hnu ni 60 sungah suah ding.
- Umnak hrang thilsan mi lole amah thawn bangaw mi thilsan nak ca, lole thilsannak contact pawl.
- Ban cabu lole tangka kuatawnak, ni thla dil hnu ni 60 sungah dilnak ca.
- Tuih motor sanman leimi le tangka peknak.
- Inn nei, sanmi, lole motor insuaren polisi pawl dilhnu ni kum khat sung ngan ding.
- W-2 fawm, thiri siah, siahpeknak bil, lole Khawtlang Kilhim Tuaktonak lole a dang pinsin lole hnaʔuan ih cawlhnak ih hlawknak tawizawng ih ngan mi, tu rori lole hlan kum.
- Hlankhan ih pekmi pawl, dilnak ni 60 sungah ngan mi.
- Indiana Nauhak Bawmna Zung ihsin nauhak bawmna, Medicaid lole Medicare hlawknak ca nganmi dilnak ih ni 60 sung nithla.
- Rampi cozah lole pengpi ihsin cakuat lole zungih thu suah, dilnak ih ni 60 sung nithla.
- Cozah lole bulpak tlawnginn ah tlawng an apnak ca tlawngta hmin le umnak adres.

**Insuar Mina:** Mina bawmna ngahtu, cozah insuaren/thiltuahmi bawmna, lole hmaisai lam ih contract lole IU Health ih lungkimnak ca an tuah mi pawl ihsin hlawknak ngahbanmi mina lole pawlkom pakhat hnen ihsin bawmna ngahtu mina a si.

**Silam Bawmna ʔulmi:** Nat kilhimnak, nat cekna, lole tuamhlawmna, khawngaw, dinhmun, natnei, lole nat langternak um zo in si ʔha ʔulsam mi peknak hrangih Harhdamnak ʔulmi peknak a si.

**Bawmna-pek ʔheh thei lo (Non-Covered Service):** Harhdamnak kilkhawinak hna lole Insuar Mina ih tufang a dinhmun ih a khawh ʔheh thei lomi IU Health thawn lungkimpinak nei lo le tangka peh ʔheh thei lo.

**Mina Mawphurh :** Mawphurh nei mina ih tuah ding pekmi, insaren-tuah tlang, pe-tlang, pek-cia, le pekawk dingmi daih aw lo mi kuanter salnak pawl an tel a si.

**Lungkimnak Tuah ʔheh-Hlan:** Tuamhlawm hlan ah tuamhlawmna man ziangzet a cem dingih a cem ding zat rak tuah cia mi a si. Himi cu man peknak hrang tuah mi a si lo.

**Qualifying Care (Kilkhawi Tling):** Si lam tuamhlawm ding dinhmun a si ih mi pakhat a dinhmun ʔih a um, siatnak tawng thei dinhmun a sinan wawi le khat ah tuamhlawmna a ngah lomi le a dawng lomi pawl tuamhlawmna

Taksa cangvaihna, taksa ruangam pahatkhat bese zetin cang thei lo; lole si tuamhlawm ding a tul zet nan tuamhlawmnak thate a co ngah lo mi lole mal tukmi, cui tlunah a tikcu khel in tuamhlawmnak pek lo a sile mina dinhmun thnung za thleng thei mi dinhmun ih um a si.

**Insuaren Tawrelmi Mina:** Hi Polisi vekin Mina Mawhphurh ding tuamhlawm man pe thei lole, bulpak Harsatnak tawng lole sumpai harsa pawl pek dingih taw rel.

**Insuaren nei lo Mina:** Sumpai lam insuaren, cozah insuaren/bawmna ngah lo mina, lole lu Health thawn lungkimnak ca tuah lole be aw rero nan hlawmtu le hlawktu dingin tuanvo hawl aw rero lai lole ruat rero lai mi pawl kha a si.

## V. POLISI NGANMI CA (POLICY STATEMENTS)

### A. Tlangpi thu

1. IU Health in tangka pekia a pe sal lo, a tlai lo, lole Poihruak Silam Tuamhlawmnak (Emergency Medical Treatment and Labor Act) (EMTALA) hrang tuamhlawmnak ih cemmi kuan dingih a ti thei zat kan forhfiat lo.
2. IU Health in poi hruak lole si lam tawmhlawm tulmi lole Tlangpi Bill (Amount Generally Billed (AGB)) pawl hnaki tam cu mina hrangah sumpai bawmnak a pe lo ding.
3. Sumpai Bawmnak Thu Thluknak tuaktu pawl in mina ih kum, mipun, biaknak, vunrawng, mipa nunau sinak, mi bang lonak, taksa ruangam, nunau mipa pawlawknak thu, pupa thu, le sungkua dinhmun pawl zoh loin an tuah ding a si.
4. IU Health in Sumpai Bawmnak hrang ralringnak ding theih tulmi zaten mina zate hnenah a theihter ding.

### B. Sumpai Bawmnak Polisi Lengih Man Thumtermi

1. IU Health in himi Polisi ih simfiang theh lomi tuamhlawmnak man pawl niam deuh dingin a tuah ding. Himi man niamter deuhmi pawl cu sumpai bawmnak tiih hmnsin le theihter lo ding a si ih IU Health ih 990 ah a um.

### C. Insuaren Nei lo Mina pawl hrang Tlangpi ih Cemzat Bil Niamter

1. IU Health sizung ih thilri hmang le tuamhlawm mi mina pawl hrangah Mina Mawhphurh timi hmangin Tlangpi Cemzat Bill cu Sumpai Bawmnak in a tuah ding a si.
2. Man niam dingin dil cih a si dingih cun Sumpai Bawm Dinak Ca khal a tul lo ding.

### D. Insuaren Nei Lo Mina Hrang Niamternak Dang

1. IU Health Medical Group ih hnatuan bawmtu ihsin IU Health ASC, lole IU Health sidawr pawl ah a tuamhlawm aw mi Insuaren nei lo Mina pawl hrangah tangka cem niamter deuh ding a si.

### E. Tuamhlawmnak Daih Theh Lo Mina hrang Man Niamternak

1. IU Health in Mina Mawhphurh timi sirhsan in Insuren nei Mina tuamhlawmawkna hai daih theh lomi hrang, a hnuai lam vekin man niamter a si pei:
  - a. Tuamhlawm hlan ihsin sumpai daihaw lo mi Insuaren ni Mina pawl hrangah sawm sarih panga (75%) thum deuh ding;
  - b. Tuamhlawm hlan ihsin sumpai daih aw lomi khal nei lo Insuaren nei mina zatek za (100%) thum deuh ding;
2. IU Health in tuamhlawmna daih theh lo dilmi ngah lo ruangah lole mina ih dilmi, Then D nak hnuai ih Sumpai bawmnak mina bawmnak tling dingih ruahna ruangah thum ding.
3. Insuaren nei Mina pawl cu Haidaih aw lo Bawmnak hrangah Sumpai Bawmnak dil lo ding.

### F. Sumpai Harsatnak ruangah Sumpai Bawmnak

1. Himi Polisi vekin sumpai Harsatnak a tawng pawl ngah theinak dingah cun, mina lole mina tuanvo latu in a tuah tul tengteng mi:
  - a. Sumpai Bawmnak Dinak Ca cu a tulmi ca hnah pawl le himi Polisi thlun in a tuah tengteng dingmi pawl a thehlut tengteng ding;
  - b. Himi Polisi ih simfiang vekin Indiana ah a ummi a si tengteng ding; cun
2. Insuren a nei lole, IU Health Sumpai lam Ruahnak petu pawl mi pakhat khat thawn zungah ruahnak a dil dingih harhdamnak kilkhawinak cozh hnenin insuaren lole thilri bawmnak a ngah men thei, Health Insuren Marketplace an timi, lole hmun dang ihsin a ngah thei.
3. Himi Polisi ih simfiang vekin, Sumpai Harsatnak neitu cu Sumpai lam Bawmnak Qualifying Care ihsin a ngah thei.

4. FPL sumlut cu him then ah hin a hnuai lam vekin hmuh a theih:

# Pitling ih sungah Innsang*	# ih Mahte todelh lo Innsang ah	FPL Sumlut Thawkzik (Threshold)
1 lole hnakh tam	0	200%
2 lole hnakh tam	1 lole hnakh tam	250%
1	1 lole hnakh tam	300%

\*Can hrek khat ah, pitling kan timi khal to delh aw lo dinhmun an si thei. Hivek a um can ah IU Health in pitling kha a zoh dingih FPL an tuah theinak ding hrangah to delh aw lo tin an zoh thei.

G. Bulpak Harsatnak ruangih Sumpai Bawmnak

1. Himi Polisi vekin bulpak Harsatnak ruangah Sumpai Bawmnak ngah thei ding cun, mina lole mina tuanvo neitu in hi pawl a tuah tengteng tul:
  - a. Sumpai Bawmnak Dilnak Ca cu a tulmi ca hnah pawl le himi Polisi thlun in a tuah tengteng dingmi pawl a thehlut tengteng ding;
  - b. Himi Polisi ih simfiang vekin Indiana ah a ummi a si tengteng ding; cun
  - c. Insuren a nei lole, IU Health Sumpai lam Ruahnak petu pawl mi pakhat khat thawn zungah ruahnak a dil dingih harhdamnak kilkhawinac cozh hnenin insuren lole thilri bawmnak a ngah men thei, Health Insuren Marketplace an timi, lole hmun dang ihsin a ngah thei.
2. Insuren nei lo lole Insuren tuah rero lai mina lole mina tuanvo latu in Sumpai Bawmnak dil ngah theinak dingah cun Innsang in Mina Mawhphun 5% kha mina ih lole tuanvo latu ih sumlut in a daihaw dingin a tuah ding.
3. Lungkim sile, Innsangih leiba cu 5% ah mina lole mina tuanvo neitu ih punghman sumlut ah laksak sal a si ding.
4. Himi Polisi vekin IU Health in mina lepa rul sal dingih zoh thatnak ding hrang lenglam data le thu hram tlang an zoh ding cutin mina cu Bulpak Harsatnak sumpai bawmnak a ngah thei ding a si.

H. Ngah Theih Can

1. Then IV. E-F, hnuai IU Health in Sumpai Bawmnak hrang a nemhngat asile, mina cu a hnuai lam dinhmun thawn pehparaw in tuamhlawmnak tuahnak ding hrangah sumpai bawmnak hrang amakhkan a si zo, mina kha hramthok I zohfel le nemhngat a si ding, a dangmi kum pawl tiang in a daih.
2. Sumpai Bawmnak dir sau deuh ding dinhmun ah a um vekin, mina cu IU Health in dilnak thawn beise a si ih mina in a tlin peh vivo theinak dingah fiangternak tuah a si pei.

I. Sumpai Bawmnak Komoṭi ih Bawmnak pek Sianmi le Dilmi

1. Sumpai Bawmnak thawn pehparah in dilnak hrangih tulmi zate Sumpai Bawmnak Komoṭi in an zoh ding. Mina lole tuanvo neitu in Sumpai Bawmnak Thuthluknak a dil a sile dilnak cu thunlut a tul ih, thu hla theih bet tul pawl le dilmi ca pawl a cang thei sile, zohfel theh in tuahfel theh ding a si pei.
2. Sumpai Bawmnak Komoṭi in Sumpai Bawmnak hrang dilnak pawl zohfel in pek a si ding, ri khiah um loin, a hnuai lam pawl vek in a tel ding a si:
  - a. Tuamhlawmnak hawltu mina Bawmnak IU Health lawng ih tuah theimi Indiana lawngih tuah theimi lole IU Health ih tuamhlawm rero mi le tuamhlawm peh dingmi a si pei;
  - b. Tuamhlawmnak cu IU Health Hotu Medecal Zungkaitu (CMO), Tawreltu bik (CE)) lole IU Health thilri lole kiangkap ih um Sumpai Hotu (CFO), man pekmi hrampi tel loin sibawi pawl tuamhlawmnak tulmi le pek dingmi pawl fiangternak a si;
  - c. Tangka pekmi hrampi theih lo tikah tuamhlawmnak pek a si;
  - d. Si tuamhlawmnak poi hruak ruangah, lole petu ih peknak el ruangah, tumhlawmnak pek a si;
  - e. Leitlunpi huam minung bawmnak; le
  - f. IU Health ih Hnatuan kimnak dingah Sumpai Bawmnak Komoṭi pawl ih langtermi tuamhlawmnak dang.
3. Sumpai Bawmnak Komoti ih thu thluknak zate hi neta bik a si.

J. Cantawi Bawmnak (Presumptive Eligibility)

1. Sumpai Bawmnak Dilnak hi Cantawi Bawmnak hnuai ah Sumpai Bawmnak ngahnak dingah a tulmi a si lo.
  - a. Cantawi bawmnak (Presumptive Eligibility) nemhngatnak dingah le himi Polisi remkhomnak dingah IU Health in lenglam data le thu hla a hmang ding.

2. IU Health in mina lole mina tuanvo latu kha Sumpai Bawmnak hrangah cantawi bawmnak an zohsak dingih a ngah thei dingih an hmuh a sile, himi Polisi ih a simfiang vekin a hnui ih programpawl Qualifying Care ah an hmu thei a si.
  - a. Medicaid (remthen khui khal)
  - b. Indiana Hleice Nauhak Harhdamnak Kiltu Hna
  - c. Harhdammi Indiana Plan
  - d. Sizung ih Cantawi Bawmnak (Presumptive Eligibility) (PE) pekmi Mina
  - e. Eskenazi Health Advantage program ih pekmi mina
  - f. Rampi le/lole ram then program in mina lole mina tuanvo latu ih sungkua sumlut cu FPL sumlut thawn a mil aw maw ti langternak.
3. Himi Polosi ih tuah vekin IU Health in ni za le kul (120) hnu ECA hrang a ngah ding a sile mi dang thawn zoh in a mal bik vawi thum tuah dingah le zohkir theh dingin a sim a si. Mina lole mina tuanvo neitu bulpak in tahnak langtermi a ngah ih mina cu neih mi a nei mal le/ lole thilri pe dingi a nei mal lole credit a nei lo a sile, mina lole mina tuanvo neitu cu Sumpai Bawmnak ngah dingin cantawi bawmnak an zoh sak ding a si.
  - a. IU Health in tikcu a tinte mina ih leiba cu mi dang palai hnenah zohlo in bangran ten a zoh ding, cu lole cantawi bawmnak ih sin Sumpai Bawmnak hrang ngah dingin mina a tling a si.
4. Sumpai Bawmnak cu a hnuai lamih dinhmun ruangah pek a thei thei:
  - a. Mina lole mina tuanvo nei tu in zianghman neihmi a nei lo timi hmuh a sile.
  - b. Mina cu a thi iinn lo nei lo ih hmuh a sile.
  - c. Mina cu a thi ih a thih tikah kum 21 lawng a si tikah.

#### K. Exhaustion of Alternate Sources of Assistance (Bawmnak phunkhat)

1. Mina cu rampi le ram then harhdamn ih sumpai lole bulpak harsatnak ruangah himi Polisi vekin, a sung ummi thil ziangkim tel in, a sinan rikhaih lo, Medicad ah, in lakhawm dingin dilnak tuah a si.
2. Harhdamnak insuaren polisi hnuai ih bawmnak ngah thei mina pawl cu insaren ih hlawnak zate la khawm dingin fial a si.
  - a. Himi pawl ah cun mina in anmai polisi an hlah aw dingih cun tuah bawmtu midang polisi hnen ih sin hlawnak a tuah ding.
  - b. IU Heal in cuvek pawl cu mina ih hnenah thaten langter ding in a dil pei ih a tulmi zaten a ap theh dingin Sumpai lam Bawmnak a tuah taktak hlan ah a zohfel ding.
3. Midang ih khawn ngah ruangih cang theimi natnak pawl mina in a tawng ih IU Health ihsin tuamhlawm a sile, le neta ah sumpai lam lole midang hnen ihsin pa khatkhat a tawng sile, Sumpai bawmnak cu a ngah men thei ziangah tile a sumtang mi a neih ruangah a si thei a si.
4. Hivek Sumpai Bawmna cu hivek dinhmun ruangah pek a si zo ih, IU Health in Sumpai Bawmnak Thu tluknak tuahnah ah IU Harhdamnak thawn mil aw mi pawl hmin bun in Sumpai Bawmnak a pe dingih peknak a nei thei ding a si.

#### L. Mina Aset

1. Mina lole mina tuanvo neitu pakhat khat in harhdamnak tuamhlawmnak hrang thil tulmi danvek ih retnak pakhatkhat sumlut lole asset nei thei dinhmun in a um thei. Sumpai Bawmnak Komiti in sumlut le asset zoh in sumpai Harsatnak a zoh sak thei a si.
2. IU Health in mina lole mina tuanvo neitu ih thilri neimi pawl ngan felin Sumpai lam Bawmnak Thu thluknak zoh in a tuah men thei.

#### M. Sumpai Bawmnak Ngah theinak ding hrang Cemmi Tuaktonak

1. IU Health in Tlangpi Kuanmi zat Bil (AGB) lo bak cu Sumpai Bawmnak hrang ngah thei dingin bil dilmi cu mi na hrangah an dil lo ding IU Health sizung ih thil tulmi pawl mina ih a ngah theimi bawmnak pawl cu ri khiah sakin tuah sak a si theh ding a si.
2. IU Health ih hnatuantu in Tlangpi cemzat AGB cu thaten zohin IU Health sizung thilri ciar zoh in a man pawl a ruat dingih. AGB cu a siar sarmi le insuaren pe tu pawl zate zoh tha sal in lole Medicare fee pawl hrang ah zoh in thil a tuah theh ding a si.
3. Tlangpi cemzat AGB cu punghmang zoh a si dingih IU Health sizung hrang danglam deuh in lisiin tuah a si ding asina himi Polisi vek thotho a si ding, cumi cu IU Health website ah a um ding.
4. A tlun pawl an tuah dan ih an hman dingmi le/lole bulpak ih sizung thilri hrang hrang Tlangpi Cemzat AGB cu man loin ngan ciami kuat email thawn kuat cih a si ding [FinancialAssistance@IUHealth.org](mailto:FinancialAssistance@IUHealth.org) lole 1-888-531-3004 ah Sumpai lam Ruahna petu be aw.

## VI. TUAH DAN (PROCEDURES)

### A. Pawlkom hrang Sumpai Bawmnak Ngah Thei mi Suahnak

1. Himi Polisi hnuai ah IU Health in a hnuai lam cangvaihnak Sumpai Bawmnak ngahmi pawl thawn a kau thei bikin a tuak ding:
  - a. Himi Polisi hi ngan aw, Theihfiang Awlthe in Himi Polisi Tawiternak, le Sumpai Bawmnak Ca cu website ah a um ding.
  - b. Him Polisi hi Theihfiang Awlmi Tawngfang thawn A Tawizawng ih pe awla lutna le/lole suahnak tuahter aw.
  - c. Kilkhawinak hrang ih a dikmi thil pawl poi hruak zung le hminpeknak kiangkap bawmnak ngah theimi le mina bawmnak ngahtheinak ding ah Sumpai Bawmnak Ca pawl langter in himi pawl tarlang hai aw.
  - d. Himi theihternak canganmi hi mina zate ih hmuh theih ding in ret aw mina sizung suahnak le a suah dan zate pawl himi Polisi vekin tuah aw Dawrtu Ngaihsaktu Zung ah ko awla cumi ihsin mina pawl thusuhnak pawl himi Polisi vekin tuah thluh tel aw.
  - e. Hna tuan can ah cun a lo Dawrtu pawl hrang biak theih dingin tuah aw.
  - f. Himi Polisi copi mi zoh aw, hi Polisi hi Theihawlmi Tawng in ngan aw, cun Sumapi Bawmnak Dilmi ca kha mina lole mina bawmtu pawl hnen ah dil hai aw.
  - g. Himi Polisi hi theihter hai awla kau zetin pawlkom hai aw.
  - h. Mina zirh hai aw la himi Polisi ih team ummi pawl le mina cernak program pawl hal felfai ten tuah hai aw.

### B. Sumpai Bawm Dilnak

1. Sumpai Bawm Dilnak cu a hnuailam ih capawl vek an si:
  - a. Innsang ih Sullut zate lole Mina Tuanvo latu ih thla thum (3) ngah mi, a mal bik a hnuai lam ih pakhat tal a tel ding:
    - i. A nai bik thla thum (3) hrang thil pekmi lole Zatlant Kilhimnak Hlawknak;
    - ii. A nai bik ram then le rampi siah kirmi, Sikedual zate; lole
    - iii. A nai bikmi W-2 ca;
  - b. A nai bikmi ca (3) pawl tangka retnak, khawlnak, stock, retmi, le bazarnak account pawl thawn himi pawl kan ret a si.
  - c. Mina lole mina tuanvo latu sumlut mi le rampi ih siah pekmi cabu pawl zaten, a tuah dingmi thil pawl bulpa thil pawl thehlut dingmi pawl a tel a si.
  - d. A ngah asile, thehawknak thu le nauhak tuahmi thil ri pawl an si.
2. Mina pawl lole mina tuanvo latu pawl Sumpai Bawmnak an dil rangah sumpai Harsatnak ruangah dil dingin le Dilnak ca cu ni sawmkua (90) ah theh lut dingin. Mina lole mina tuanvo kha Dilnak ca cu IU Health ih an suahmi ni zahnih le sawmli (240) sungah theh lut aw, ziangvek sile ECA account ah bil an tuah hnu suah a ngah vete in himi bil kha ca in tuah awla theh lut cih hngal aw. Sizung suah hnu ca a ra suah vetin tuah cih hngal ding a si.
  - a. Mina lole mina tuanvo latu in Sumpai Bawmnak Dilnak Ca a thlun cih ding ih IU Health in hmuh mi lole Dilna ca an tuahmi pawl a lang cih ding a si. Dilnak ca cu theihnak ca an lo kuat hnu ni sawmli-pang (45) hlanah an ret hrih dingih cumi in zoh sal ding a si.
  - b. IU Health in ECA cu Dilnak ca a kim hlan lole ni sawmli-panga (45) hlan cem hlan sungah an ret tha (suspend) hrih ding a si.
3. Mina cu Mirang ca thiam zetih tuahmi thawn himi Polisi hi dil a si ding, Sumpai Bawmnak Dilnak, Theihawlmi Tawng in a Tawizawng in a hnuai ih tawngpawl in ret a si:
  - a. Arabic;
  - b. Kawl;
  - c. Kawl – Falam;
  - d. Kawl – Hakha Chin’
  - e. Mandarin/Tuluk; lole
  - f. Spanish
4. Mina, le/lole anmah aiawhtu, thimnakah mina sibawi, innsang pakhat, dan lam bawmtu, pawlkom lole biaknak lam, lole zatlang hnatuantu lole sizung ih an theihmi pakhat in Sumpai Bawmnak Dilnak cu a tul dingih himi pawl hnenah a tulmi zat khal dil in ca an kuat hai ding a si.
5. IU Health in Sumpai Bawm Dilnak Ca zate le bawmnak ca pawl cu zohman theh darh loin an thup ding a si.

6. IU Health in Sumpai Bawmnak Dilnak ah dik lomi ziang si maw ruangah mina lole mina tuanvo neitu cu sumpai bawmnak in a hnawl lole a el ding a si.

#### C. Sumpai Bawmnak Thuthluknak

1. Dilnak le a tulmi ca zaten ngah theh hnu ah, IU Health in mina lole mina tuanvo latu ih risal pawl cu mina lole mina tuanvo latu ih dilnak pawl cu Sumpai Bawmnak Dilnak thawn ni sawmkua (90) sungah an tuah ding a si.
2. Mina ih Sumpai Bawmnak Dilnak le Sumpai Bawm Dilnak Thuthluknak tuahtu cun a bawmnak an pek dingih ni thla le an lungkimpinak pawl felfai zetin an tuah ding a si.
3. Mina lole Mina tuanvo in duhdawtnak bawmnak le mina lole mina tuanvo neitu ih thu hla dang pawl an ruah kirsalnak dingah a zoh sak ding, Sumpai Bawmnak Thuthluknak zohnak Revenue Cycle Service kha Sumpai Bawmnak Thuthluknak hlanah an tuah ding.

#### D. Cangvaihna Dangpawl (Extraordinary Collection Actions)

1. IU Health in mina ih thu hla pawl cu zoh in a tawreltu (third-party) hnenah mina ih bawmnak Policy pawl mina bawmnak pek tlak a si ti pawl zoh dingih thu hla phunphun pawl zingzawi in pek a si ding. Pektlak thu hla pawl cu a hnuai lam pawl vek hi an si:
  - a. IU Health tawreltu le anmah Tawreltu (Third-Party) him Polisi vekin atlai bik ni sawm thum (30) hlan ah le ECA thawk hlan ah theihternak an nei ding a si.
  - b. IU Health le anmah Tawreltu (Third-Party) pawl in ni zale kul (120) a mal bik ECA hram an thawk lole mina sizung suah hnu ah kuan dingzat pawl zoh an si ding.
  - c. IU Health le anmah Tawreltu (Third-Party) pawl in Sumpai Bawmnak Dilnak an nga dingmi pawl ni za-hrih le sawmli (240) ni hnu mina ih sizung suah hnuah Sumpai Bawm Dilnak pawl zohkir salnak an nei ding. IU Health in ECA pawl ih thubuai pawl cu Sumpai Bawmnak Dilnak cu Sumpai Bawmnak thuthluknak tuah in himi Polisi vekin zoh in an tuah ding a si.
  - d. Dilnak cohlan a sile, IU Health le anmah Tawreltu (Third-Party) pawl thawn thu hla ngan mi, sum khirhnak thu le ECA pawl ih thu a tul vekin zohnak an nei ding a si.
2. Cuveki h thiltuahmi a tul canah, IU Health le anmah bawmtu (third-party) pawl in thuhla an zingzawi dingih dik zet, upat zet, le thupaw riai loin an rak tuahfel theh ding a si.

#### E. Sumkirhsal (Refunds)

1. Mina hrang Sumpai Bawmnak pawl hrang hivek Polisi hnuai ah IU Health dilnak peknak ding hrang Mina tuanvo neitu pawl hrang pek dingih an tawrelnak pawl an tling le tling lo zoh ding a si.
2. Mina leiba nei tam deuh tukmi hmun dangdang ih accout tuahtu cu sum pek kirsalnak hrang pek a si ding.
3. Mina leiba nei tam tuk account cu cek a ngah le veten a hlei ih an pekmi pawl pekkir sal dingih a tlun lam vekih thun ngah mi kha zoh a si ding.

## VII. ZOHTAWNNAK (CROSS REFERENCES)

Um lo

## VIII. ZOHTAWN (REFERENCES/CITATION)

Um lo

## IX. DILNAK CA/ THU BET (FORM/APPENDICES)

IU Health Sumpai Bawm Dilnak Ca

## X. NEM HNGETTUPAWL/ CANG THEI LE

Um lo

01/27/2026

Hmin Khar Ni

01/01/2026

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Cangvaihmi Ni