

**UPMC PINNACLE
POLICY AND PROCEDURE MANUAL**

POLICY: C-667
INDEX: Finance

SUBJECT: Charity Care and Financial Assistance Policy
DATE: Jan 1, 2021

I. POLICY

It is the policy of UPMC in Central Pa to consider each patient's ability to pay for his or her medical care by providing a level of charity care and financial assistance to uninsured patients requiring medically necessary health care services at its tax-exempt facilities based on financial eligibility criteria. All the UPMC in Central Pa hospitals are committed to treating patients who have financial needs with the same dignity and consideration that is extended to all of its patients consistent with the Mission of UPMC in Central Pa.

II. SCOPE

This policy applies to the following UPMC in Central Pa hospital facilities:

[Check all that apply]

- UPMC in Central Pa Hospitals (including Harrisburg, Community and West Shore)
- UPMC Carlisle
- UPMC Memorial
- UPMC Lititz
- UPMC Hanover

In addition, this policy applies to Community Life Team and all the physician office practices owned by Pinnacle Health Medical Services (d/b/a Pinnacle Health Medical Group), Pinnacle Health Cardiovascular Institute, and Pinnacle Health Regional Physicians. These practices are further outlined in Exhibit B.

III. DEFINITIONS

Charity Care- the ability to receive free care. Patients who are uninsured for a medically necessary service, who are ineligible for governmental or other insurance coverage, and who have family income below or equal to 250% of the Federal Poverty Level will be eligible to receive free care. In addition, those patients who are insured and do not have family income in excess of 250% of the Federal Poverty Level will also be eligible for charity care for their patient financial responsibility related to medically necessary services under indigent care criteria.

Financial Assistance- the ability to receive care at a discounted rate. Patients who are uninsured for medically necessary services and ineligible for governmental or other insurance coverage, and who have family incomes in excess of 250%, but not exceeding 400%, of the Federal Poverty Level; will be eligible to receive Financial Assistance in the form of a partial discount off charges that results in average amounts expected to be

reimbursed from Medicare and all private health insurance payors.

Uninsured Patient -an individual who does not have any third-party health care coverage through a third party insurer, an ERISA plan, Federal Health Care Program (including Medicare, Medicaid, SCHIP and TRICARE), Workers' Compensation, Medical Savings Accounts or other coverage for all or any part of the bill. Patients who have exhausted their health insurance benefit coverage will be considered uninsured.

Presumptive Charity Care/Financial Assistance- refers to an uninsured individual that is presumed eligible for Charity Care (or Financial Assistance) when adequate information is provided by the patient or through other sources such as credit reporting information that allows UPMC in Central Pa to determine that the patient qualifies.

Medically Necessary Health Care Services- as defined by PA Medical Assistance is a service, item, procedure or level of care that is:

- (i) Compensable under the MA Program.
- (ii) Necessary to the proper treatment or management of an illness, injury or disability.
- (iii) Prescribed, provided or ordered by an appropriate licensed practitioner in accordance with accepted standards of practice. Services not eligible for financial assistance include cosmetic and bariatric surgery, along with the related services, not considered medically necessary; all transplant and related services; reproduction related procedures (such as in-vitro fertilization, vasectomies, etc.); online virtual healthcare visits/telemedicine; any special package pricing programs; dental; upgraded cataract lenses; and any services received by a patient who is involved in pending litigation that may result in a charge based recovery for those services.

IV. PROCEDURE

- A. Notice of availability of this program is posted at patient registration sites within the hospitals and on the UPMC in Central Pa Internet site (www.UPMC.com/CharityCareCentralPa). A plain language summary is available upon request in the emergency department and admissions. Copies should also be provided to inpatients prior to discharge.
- B. Patients who have an inpatient stay are also required to apply for Medical Assistance with their state of residence prior to being considered for charity care or financial assistance. For those inpatients whose place of residence is in the Commonwealth of Pennsylvania, assistance will be provided by the hospitals. Availability of hospital endowment funds will also be considered.
- C. For those patients that are "Plain People" (i.e. Amish, Old Order Mennonite, and Conservative Mennonites), a separate procedure is provided as their belief system prohibits them from receiving any assistance from the government. They are not required to apply for Medical Assistance, and because of their desire to pay something, will be offered no more than an 80% discount and would not qualify for free care under the charity care definition. This section excludes any special package pricing that has been agreed upon with this community for certain services.
- D. Patients expressing financial hardship are given the opportunity to apply for charity care/financial assistance by completing the **Financial Aid Application** (see

Attachment A) either in writing or over the phone with a Patient Financial Coordinator/Financial Counselor, and providing the minimum required documentation as noted below:

1. Pay stubs for the past 30 days as of the date of the application
 2. Bank statements (checking & savings) for the past 30 days as of the date of the application
 3. Copy of last filed Federal tax return including all schedules
 4. If you do not file a Federal tax return provide a letter stating the reason, sign, and date the letter
 5. Copy of notice received from Social Security Administration indicating monthly benefit
 6. Copy of notice received from Bureau of Unemployment for weekly benefit
 7. Copy of any pension payments that are received monthly
 8. Notice of current Medical Assistance denial or approval (if applicable)
 9. Copy of alimony or child support agreement, letter, check or bank statement with deposit
 10. If household has no income, letters from persons who are assisting with daily living expenses
- E. Income for purposes of comparison to the Federal Poverty Levels below will be calculated based on household income for the past 30 days unless unavailable, and in those cases, will be based on last Federal tax return.
- F. In instances when an uninsured patient may appear eligible for a charity care/financial assistance discount, but lacks documentation to support it, consideration will be given based on circumstances presented or credit agency income data for Presumptive Charity Care/Financial Assistance. This will include, but not limited to; homelessness, no income, participation in Women's Infants and Children's programs (WIC), food stamp eligibility, other state or local assistance programs that are unfunded (e.g. Medicaid spend-down), information from family or friends, low income housing provided as valid address, patient deceased with no known estate, eligible for state funded prescription program, and credit bureau soft credit checks that are only seen by the patient/guarantor. In addition, UPMC in Central Pa utilizes a third party vendor that gathers data on a patient's spending habits from different sources and is able to run it through an industry-accepted algorithm that can estimate household income and size, which can then be compared to the charity care and financial assistance standards per this policy. Individuals who qualify under Presumptive Charity Care/Financial Assistance will be notified of the discount being provided and will be able to apply for a higher level discount through this policy.
- G. A completed Financial Aid Application will be forwarded to the Patient Financial Support department.

Patient Financial Support
Services UPMC in Central
Pa
PO Box 2353
Harrisburg, PA 17105-2353
(717) 231-8989 (local)
or 1-877-499-3899 (out of area).

When the application is received, the staff will review and determine if the application

is complete and the documentation supports Charity Care or Financial Assistance eligibility. If all the necessary documentation is not received, the applicant will be notified by phone and/or written notice and collection efforts will proceed with proper notice of any extraordinary collections action to be taken, such as reporting to consumer credit reporting agencies, in accordance with Credit and Collection policy

- H. Charity Care patients will receive a 100% discount of the charges. The Financial Assistance partial discounts are set forth below:
1. Charges for the purpose of the Charity Care and Financial Assistance policy #C-667 are defined as the normal amounts that would be billed to patients with insurance coverage for a like service and/or procedure.
 2. For purposes of the Charity Care and Financial Assistance policy #C-667 the normal amounts generally billed (AGB) to patients who qualify under this policy will be an average of the amount expected to be reimbursed from Medicare and all private health insurance payors of the respective Hospital.
 3. The AGB will be calculated by dividing the sum of the amounts of all claims for emergency and other medically necessary care that have been allowed by the health insurers described in H.2. during a prior 12-month period by the sum of the associated gross charges for those claims. The claims amount includes the full amount that was allowed by the health insurer, including both the amount the insurer will pay or reimburse and the amount the individual is personally responsible for paying in the form of co-payments, co-insurance, and deductibles; regardless of whether or when the full amounts allowed is actually paid and disregarding any discounts applied to the individual's portion.
 4. The average amounts expected to be reimbursed from Medicare and all private health insurance payors to be applied under this policy will be annually reviewed and if necessary updated utilizing the look-back method that includes all claims.
 5. No person eligible for financial assistance will be charged more for emergency or other medically necessary care than the amounts generally billed to individuals who have insurance covering such care as defined in H.2 and H.3.
 6. The latest AGB calculated for UPMC Carlisle, UPMC Hanover, UPMC Memorial, UPMC Lititz, and UPMC in Central Pa Hospitals (including UPMC Harrisburg, UPMC Community Osteopathic, and UPMC West Shore acute care facilities) was 39% of charges, which is higher than the 30% assumed in the lowest discount of 70%.
- I. All applicants, who apply for charity care and have provided all the necessary documentation, are notified of final determination via telephone or by letter within 30 days of receipt of the completed application.
- J. Typically, financial assistance is not available for patient balances consisting only of co-pays, or when a person fails to comply reasonably with insurance requirements (such as obtaining authorizations and/or referrals) or for persons who opt out of

available insurance coverage, regardless of whether or not the patient meets eligibility requirements.

- K. Patients who do not provide the requested information necessary to completely and accurately assess their financial situation and/or who do not cooperate with efforts to secure governmental health care coverage will not be eligible for Charity Care or Financial Assistance, with exception to the Plain People as described in Section IV. However, such cooperation is not a precondition to the receipt of medically necessary treatment, especially emergency care in accordance with EMTALA regulations.
- L. The Charity Care and Financial Assistance discount guidelines are as follows:

UPMC in Central Pa Hospitals (including UPMC Harrisburg, UPMC Community Osteopathic, and UPMC West Shore acute care facilities) and UPMC Hanover. And as of 1/1/21 for UPMC Carlisle, UPMC Memorial, and UPMC Lititz.

% of Federal Poverty Levels	Discount Category	Discount % on Normally Billed Charges
0% – 250%	Charity Care	100%
251% - 300%	Financial Assistance	80%
301% - 400%	Financial Assistance	70%

For UPMC Carlisle, UPMC Memorial, and UPMC Lititz (prior to 1/1/21):

% of Federal Poverty Levels	Discount Category	Discount % on Normally Billed Charges
0% – 250%	Charity Care	100%
251% - 400%	Financial Assistance	80%

- M. In addition to comparing the income amounts to the Federal Poverty Levels, total resources available will be reviewed. This includes an analysis of assets (only those convertible to cash and unnecessary for daily living), liabilities, and income and expenses. Charity Care or Financial Assistance may not be offered to those patients that have sufficient assets to pay and the liquidation of those assets would not cause undue hardship. Individual monetary assets cannot exceed \$10,000.
- N. For patients who qualify for financial assistance and receive a discount at least at the AGB level and takes advantage of a prompt pay discount, the Hospital will count the prompt pay discount as Charity Care/Financial Assistance for purposes of financial reporting.
- O. Uninsured patients whose income is in excess of 400% of the Federal Poverty Limit may be eligible for a discount of charges at the discretion of the Director of Patient Financial Support. The discounts applied to charges for this specific class of patients, uninsured with incomes greater than 400% of the Federal Poverty Limit, are not considered as either Charity Care or Financial Assistance as defined in Definitions and Sections IV.F, K, & M of this policy. The Director of Patient Financial Support will determine the appropriate charges for this patient class.

- P. Applications outside of these guidelines may be approved based upon extraordinary circumstances with the documented approval of the Director of Patient Financial Support.
- Q. Approval for charity care allowance will be based on the following criteria:
- | | |
|----------------------|--|
| Up to \$5,000 | Patient Financial Coordinator |
| \$5,001 - \$50,000 | Manager Patient Financial Customer Relations or
Senior Manager Patient Advocacy |
| \$50,001 - \$150,000 | Director, Patient Financial Support |
| > \$150,000 | Vice President, Revenue Cycle |
- R. The determination of charity care will include all services provided up to a year prior to approval date and be effective for six months from the date of approval, with exception to those individuals that qualify through the Healthy Community Network (Healthy Care Card) program in York County, and are provided discounted care for one year from application date based on the criteria established in this policy. The application will remain on file for 3-months and may be used to grant financial assistance within the 3-month time period without requesting additional financial information. Subsequent re- evaluation will be done at the request of the patient/responsible party.
- S. In the case of subsequent determinations, a refund will be provided for any amount over \$5, paid by an eligible individual for care, which exceeds the discounted amount owed.
- T. Individuals who do not apply for Financial Assistance or applicants eligible for only partial discount will be required to establish reasonable payment arrangements with the Hospital on the balance of their account in accordance with Credit and Collection policy #C-669. Those that do not will be subject to collections efforts that will include the use of an outside collection agency and subsequent reporting to consumer credit reporting agencies with proper notification. It is the patient's responsibility, or their guarantor, to provide a correct address at the time of registration to ensure mailed statements and notifications are received. A copy of this policy can be obtained by calling the Patient Financial Support department at (717) 231-8989 or toll free at 1-877-499-3899.
- U. Except in the case of those individuals within 250% of the Federal Poverty Levels, this policy does not apply to patients who are insured or underinsured; for example, it is not the intent of this policy to provide free or discounted care to patients who have health insurance with high deductibles or coinsurance.
- V. Non-resident international patients are excluded from charity care or financial assistance unless the patient is treated for emergency care.
- W. With the availability of affordable health insurance through the Health Insurance Marketplace, operated by the federal government and the expansion of the Medicaid program in PA refusal or unwillingness on the patient's part to enroll in a subsidized insurance plan could impact the level of financial assistance provided through this policy.

- X. Determinations made by the Hospitals, in regard to percentage discount, will also be recognized by Community Life Team and all the physician office practices owned by Pinnacle Health Medical Services (d/b/a Pinnacle Health Medical Group), Pinnacle Health Cardiovascular Institute, and Pinnacle Health Regional Physicians.
- Y. The listing attached reflects the providers delivering emergency and medically necessary care that are covered by this policy, and which are not.
- Z. Financial Counselors are available in person or by phone. This individual can answer questions or help you complete your Financial Aid Application. You can find the Financial Counselor at the following locations:
 - a. UPMC Carlisle – Business Office, 1st Floor of the Hospital (717) 960-3442 or (717) 960-3461
 - b. UPMC Hanover – Financial Counselor Office, 1st Floor of the Hospital (across from the Chapel) (717) 316-3332 or (717) 316-6973
 - c. UPMC Lititz – Admitting Office, 1st Floor of the Hospital (717) 625-5518
 - d. UPMC Memorial – Financial Counselor Office, 1st Floor main lobby of the Hospital Office # 1003 (717) 849-5457 or (717) 849-5438
 - e. UPMC Harrisburg - Financial Counselor, 1st Floor Office #1 and Office #2 (717) 782-5196 or (717) 782-3114
 - f. UPMC Community Osteopathic – Medical Sciences Pavilion, Financial Counselor Office, 1st Floor (717) 657-7117
 - g. UPMC West Shore – Financial Counselor, 1st Floor Office #4 (717) 988-1086
- AA. The financial assistance policy, application form, and the plain language summary can be offered in English, Spanish, Nepali, and Vietnamese. Also, UPMC in Central Pa provides assistance through use of a qualified bilingual interpreter by request. Please call for a representative at (717) 231-8989 or 1-877-499-3899 option # 3.

V. ATTACHMENT

A: Financial Assistance Application

B: Listing of Providers Delivering Emergency/Medically Necessary Care

SIGNED: Patrice A. Taleff, MBA, FHFMA, FACHE
VP, Revenue Cycle

ORIGINAL: July 1, 1996

APPROVALS:

Policy Review Subcommittee: February 5, 2020

Board of Directors: UPMC Pinnacle Board of Directors on May 18, 2020

UPMC Pinnacle Hanover Board of Directors on November 9, 2018

PRECEDE: July 1, 2020

SPONSOR: Director, Patient Financial Support Services

PO BOX 2353
Harrisburg, PA 17105-2353



Patient name
Patient address
Patient address

Date:
Patient Name:
Medical Record #:

Dear :

Attached is the financial aid application as requested. To avoid processing delays with your application, please use the checklist to verify all information has been completed or attached as required.

- Complete the financial aid application, **sign and date**. Use N/A if applicable.
- Copy of last filed federal tax return with all schedules.
- If you do not file please provide a letter stating the reason, sign and date the letter

Proof of income is important. Applications without income information will be denied.

- Proof of monthly household income for all members of household:
 - Current and complete bank statement for checking, savings, business accounts showing all transactions for the last 30 days as of the date of this application
 - Current pay stubs for the last 30 days as of the date of this application

You must send us copies if you get any of these benefits:

- Notice received from Social Security Administration indicating current year monthly benefit
- Any pension payments that are received monthly
- Notice received from Bureau of Unemployment for weekly benefit
- Current denial or approval from Medical Assistance/Medicaid if you have applied
- Copy of denial or exemption letter from the Marketplace, HealthCare Exchange
- Copy of alimony or child support agreement, letter, check or bank statement with deposit
- If you have no income, the person who helps you with daily living expenses must write a letter describing the dollar amount of assistance they provide and the reason.

Your aid may be reduced or denied for refusal to enroll in a subsidized health plan due to the expanded Medicaid program in Pennsylvania.

Call us if you have questions at 717-231-8989 or 1-877-499-3899 (toll-free), option 3.

Sincerely,
Patient Financial Coordinator



Patient Financial Coordinator
UPMC in Central Pa
P.O. Box 2353
Harrisburg, PA 17105-2353

RETURN TO:

FINANCIAL AID APPLICATION

If you have any questions, please call Patient Financial Support Services 717-231-8989 or 1-877-499-3899.

Patient's Information

Last	First	MI	DOB
Address	City	State	Zip
SSN #	Phone #		

Guarantor's Information (If Different Than Patient)

Last	First	MI	DOB
SSN #	Phone #	Relationship	

Household Members:

Name	Relationship	DOB	UPMC in Central Pa Outstanding bills (Y/N)
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Household Income (PROVIDE PHOTOCOPIES OF PROOF OF INCOME FOR LAST 30 DAYS)

	<u>Employer/Occupation</u>	<u>Monthly Gross Amount</u>
Wages: Self	_____	_____
Spouse	_____	_____
Others	_____	_____
Self Employment	_____	_____
Pensions	_____	_____
Social Security/SSI	_____	_____
Unemployment or Workers Comp.	_____	_____
Child/Spousal Support	_____	_____
401 K Plans/Other Annuity Payments	_____	_____
Veteran's Administration (VA Benefits)	_____	_____
Public Assistance/Cash Assistance	_____	_____
Income from Dividends, Interest, Rent	_____	_____
TOTAL INCOME		

Expenses (NO PHOTOCOPIES NEEDED PLEASE ESTIMATE THE AVERAGE MONTHLY AMT)

	Creditor Name	Monthly Payment	Acct Balance
Mortgage/Rent	_____	_____	_____
Auto Loans/Leases	_____	_____	_____
Credit Cards	_____	_____	_____
	_____	_____	_____
Bank Loans	_____	_____	_____
Taxes Personal		_____	
Real Estate		_____	
Medical Bills	_____	_____	_____
	_____	_____	_____
Prescription Medicines		_____	
Spousal Support		_____	
Child Care/Support		_____	
Phone (including cell)/	Cable/ Internet	_____	
Electric		_____	
Water		_____	
Gas/Oil		_____	
Sanitation		_____	
Insurance Car		_____	
Individual		_____	
Home		_____	
Health		_____	
Total Expenses			

Assets (PROVIDE PHOTOCOPIES OF FINANCIAL INSTITUTION STATEMENTS LAST 30 DAYS)

	Bank Name	Balance of Account (\$)
Checking Account	_____	_____
	_____	_____
Savings Account	_____	_____
	_____	_____
Christmas/Vac. Club	_____	_____
Certificate of Deposit	_____	_____
Money Market Acct.	_____	_____
Stocks/Bonds Health	_____	_____
Savings Acct. Trust	_____	_____
Fund/Annuities	_____	_____
Other Assets	_____	_____

I certify that the information contained in this application is true and complete.

Signature of Patient _____ Spouse _____
 or Guarantor Date: _____ Date: _____

Listing of Providers Delivering Emergency/Medically Necessary Care

Providers Covered By Policy:

Department	Practice Name/Identifier
Allergy and Immunology	UPMC Pinnacle Allergy & Immunology
Breast Care	Breast Health Associates
Breast Care	PinnacleHealth Breast Care Center
Breast Care	The Mammography Center
Breast Care	Women's Breast Center
Cancer Treatment	Carlisle Regional Cancer Center
Cancer Treatment	General & Surgical Oncology Specialists of Central PA
Cancer Treatment	Keystone Cancer Center
Cancer Treatment	Lititz Hematology and Oncology Care
Cancer Treatment	PinnacleHealth Radiation Oncology - Carlisle Regional Cancer Center
Cancer Treatment	PinnacleHealth Radiation Oncology - Ortenzio Cancer Center at PinnacleHealth
Cancer Treatment	PinnacleHealth Radiation Oncology - PinnacleHealth Cancer Center
Cancer Treatment	PinnacleHealth Women's Cancer Centers
Cardiac Rehabilitation	Memorial Cardiac Rehabilitation - Outpatient Services at UPMC Memorial
Cardiac Rehabilitation	PinnacleHealth Cardiovascular Rehabilitation
Cardiac Rehabilitation	UPMC Hanover Cardiovascular Rehabilitation
Cardiac Rehabilitation	UPMC Lititz Cardiopulmonary Rehabilitation
Cardiology	Cardiac Consultants
Cardiology	Hanover Medical Group Cardiology
Cardiology	PinnacleHealth Cardiovascular Institute
Cardiology	Red Rose Cardiology
Cardiology	York Heart & Vascular Specialists
Cardiovascular Surgery	PinnacleHealth Cardiovascular Institute – Cardiovascular & Thoracic Surgery
Colon and Rectal Care	UPMC Pinnacle Colon and Rectal Surgery
Colon and Rectal Care	UPMC Pinnacle Colonoscopy and Proctology
Community Outreach	Community Health and Wellness Center
Ear, Nose and Throat	ENT - Head and Neck Surgery of Lancaster
Endocrinology	Hanover Medical Group Endocrinology
Endocrinology	Hanover Medical Group Endocrinology
Endocrinology	PinnacleHealth Endocrinology Associates
Endoscopy	UPMC Specialty Care York Endoscopy
Family Care	Alexander Spring Family Care
Family Care	Baron Family Practice
Family Care	Boiling Springs Family Medicine
Family Care	College Avenue Family Medicine
Family Care	Columbia Regional Health Center at St. Anne's Retirement Community
Family Care	FirstLine Care Cross Keys Village
Family Care	FirstLine Care Hillside
Family Care	FirstLine Care Sheppard WABCO
Family Care	Hanover Medical Group Adult Medicine - Homewood
Family Care	Hanover Medical Group Adult Medicine Multi-Specialty Group
Family Care	Hanover Medical Group Family & Adult Medicine - New Oxford
Family Care	Hanover Medical Group Family Medicine - Hanover

Department	Practice Name/Identifier
Family Care	Hanover Medical Group Family Medicine - Littlestown
Family Care	Hanover Medical Group Family Medicine - South
Family Care	Hanover Medical Group Family Medicine - Spring Grove
Family Care	Hanover Medical Group Grandview Family & Adult
Family Care	Hanover Medical Group Hillside Adult Medicine
Family Care	Hanover Medical Group McSherrystown Family Practice
Family Care	Hanover Medical Group Penn Street Family Medicine
Family Care	Heartland Family Health
Family Care	Highlands Family Practice
Family Care	Kline Health Center
Family Care	Lancaster Family Practice Associates
Family Care	Manheim Pike Primary Care
Family Care	Mastropietro & Associates Family Medicine
Family Care	Memorial Family Medicine at Brogue
Family Care	Memorial Family Medicine at Greensprings
Family Care	Memorial Family Medicine at Manchester
Family Care	Memorial Family Medicine at Shrewsbury
Family Care	Memorial Family Medicine at Stewartstown
Family Care	Memorial Family Medicine at Susquehanna Trail
Family Care	Memorial Family Medicine at Windsor Commons
Family Care	Memorial Internal Medicine at Elmwood
Family Care	PinnacleHealth Annville Family Medicine
Family Care	PinnacleHealth Blue Mountain Family Practice
Family Care	PinnacleHealth FamilyCare Dillsburg
Family Care	PinnacleHealth FamilyCare Lower Paxton
Family Care	PinnacleHealth FamilyCare Mechanicsburg
Family Care	PinnacleHealth FamilyCare Middletown
Family Care	PinnacleHealth FamilyCare Newport
Family Care	PinnacleHealth FamilyCare Silver Spring
Family Care	PinnacleHealth FamilyCare Spring Road
Family Care	PinnacleHealth FamilyCare Union Deposit
Family Care	PinnacleHealth Fisher Road Family Practice
Family Care	PinnacleHealth Good Hope Family Physicians
Family Care	PinnacleHealth Internal Medicine Camp Hill
Family Care	PinnacleHealth Internal Medicine Union Deposit
Family Care	PinnacleHealth Strawberry Square FamilyCare
Family Care	Sallavanti & Cotter Family Medicine
Family Care	UPMC Pinnacle Chambers Hill Primary Care
Family Care	UPMC Pinnacle Integrated Health Services
Family Care	UPMC Primary Care East Berlin
Family Care	UPMC Primary Care Chambersburg
Family Care	UPMC Primary Care Fredericksburg
Family Care	UPMC Primary Care Oyster Point
Family Care	UPMC Primary Care Phoenix Drive
Family Care	UPMC Primary Care Rodney Road
Family Care	UPMC Senior Care
Gastroenterology	UPMC Specialty Care Gastroenterology
General Surgery	Carlisle Surgical Institute
General Surgery	General Surgery of Lancaster

Department	Practice Name/Identifier
General Surgery	Leader Surgical Associates - UPMC
General Surgery	PinnacleHealth Surgical Associates
General Surgery	Surgical Specialists of Lancaster - UPMC
Heart Failure	PinnacleHealth Heart Failure Center
Hematology/Oncology	PinnacleHealth Hematology/Oncology
Infectious Disease	Infectious Disease Consultants of Lancaster
Infectious Disease	Memorial Infectious Disease Specialists
Infectious Disease	PinnacleHealth Infectious Disease Associates
Lung Specialist	PinnacleHealth Pulmonary Nodule Clinic
Mental Health	PinnacleHealth Psychological Associates
Mental Health	UPMC Women's Behavioral Health Specialists
Neurology /	PinnacleHealth Neurosurgery and Neurosciences Institute
Neurology /	UPMC Pinnacle Neurosurgery
Neurology /	York Neurology Specialists
Obstetrics / Gynecology	Hanover Medical Group Ob-Gyn Spring Grove
Obstetrics / Gynecology	Maternal Fetal Medicine
Obstetrics / Gynecology	Mountain View Ob-Gyn, a Member of Hanover Medical
Obstetrics / Gynecology	Nurse Family Partnership Program
Obstetrics / Gynecology	Ob-Gyn of Lancaster
Obstetrics / Gynecology	UPMC Pinnacle Bladder and Pelvic Health
Obstetrics / Gynecology	UPMC Pinnacle Obstetrics and Gynecology Specialists
Obstetrics / Gynecology	Women First Obstetrics and Gynecology Specialists - UPMC
Obstetrics / Gynecology	Women's Health Specialists of Carlisle
Orthopaedic Care	Arlington Orthopedics - UPMC
Orthopaedic Care	Orthopaedic Specialists of Central PA
Orthopaedic Care	PinnacleHealth Bone and Joint Center
Orthopaedic Care	PinnacleHealth Spine, Bone and Joint Center
Pain Management	UPMC Chronic Pain Management Program
Pain Management	UPMC Pain Medicine
Pain Management	UPMC Pinnacle Procedure Center
Palliative Medicine	Supportive Care and Palliative Medicine
Pediatric Cardiology	PinnacleHealth Cardiovascular Institute
Pediatrics	Pediatric Specialty Therapy
Pediatrics	PinnacleHealth Children and Teen Center
Pediatrics	PinnacleHealth Children's Resource Center
Pediatrics	PinnacleHealth Infant Development Program
Pediatrics	PinnacleHealth Lead Poisoning Prevention & Education
Pediatrics	PinnacleHealth Pediatric Inpatient Services
Pediatrics	PinnacleHealth REACCH Program
Pediatrics	UPMC Children's Community Pediatrics - Heritage (a)
Pediatrics	UPMC Children's Community Pediatrics - Hummelstown (a)
Pediatrics	UPMC Children's Community Pediatrics - York Memorial (a)
Pediatrics	UPMC Children's Specialty Services
Pediatrics	UPMC Lititz Pediatric Inpatient Services
Pediatrics	UPMC Pediatrics Shippensburg
Plastic Surgery	Plastic & Aesthetic Surgical Associates
Plastic Surgery	UPMC Plastic and Reconstructive Surgery
Podiatry	Carlisle Foot & Ankle Specialists
Pulmonary Rehabilitation	Hanover Medical Group Pulmonary & Sleep Medicine

Department	Practice Name/Identifier
Pulmonary	PinnacleHealth Pulmonary Rehabilitation
Radiologists	Quantum Imaging and Therapeutic Associates, Inc.
Radiation Oncology	UPMC Hillman Cancer Center
Rehabilitation	Hillside Rehab
Rehabilitation	Littlestown Rehab - Littlestown Professional Center
Rehabilitation	UPMC Pinnacle Hanover Rehab
Rheumatology	Lancaster Arthritis & Rheumatology Care
Rheumatology	PinnacleHealth Rheumatology Associates
Sleep Medicine	Lancaster Pulmonary & Sleep Associates
Sleep Medicine	PinnacleHealth Sleep Center
Substance Use	Integrated Health Services
Substance Use	PinnacleHealth Center for Addiction Recovery
Thoracic Surgery	PinnacleHealth Cardiovascular & Thoracic Surgery
Transplant	PinnacleHealth Transplant Associates
Travel Clinic	Industrial Resource Center
Travel Clinic	PinnacleHealth Travel Clinic
Urgent and Walk-in Care	Express Care and HanoverWorks Occupational Health
Urgent and Walk-in Care	PinnacleHealth Express
Urgent and Walk-in Care	PinnacleHealth FastCare Clinic
Urgent and Walk-in Care	UPMC Express Care
Urgent and Walk-in Care	Walk-in Care at Strawberry Square Family Care
Urology	Carlisle Urology
Urology	Hanover Medical Group Urology
Urology	Prostate Cancer Center
Valve Clinic	PinnacleHealth Valve Clinic
Vascular Access	PinnacleHealth Vascular Access Center
Vein Treatment	PinnacleHealth Vein Center
Wound Care	Advanced Wound Healing Center
Wound Care	PinnacleHealth Wound and Hyperbaric Center
Wound Care	Total Wound Care Center
Wound Care	UPMC Pinnacle Wound Healing Center