Billings Clinic is a not-for-profit, physician-led, multispecialty medical group practice integrated with a hospital and long term care facility, serving the communities of Montana, northern Wyoming and the western Dakotas. Quality care is delivered by more than 4,000 employees, including 400 physicians and advanced practitioners offering over 50 specialties.

Our teams of health professionals strive to exceed national benchmarks for clinical quality and patient safety by working together to deliver coordinated care utilizing the right technology.

Because of our responsibility to the communities we serve, we share information about community benefits, quality of care, pricing of services and the financial assistance provided to our patients in need. We want to assure you that as a not-for-profit health care organization, you can trust us to be good stewards of your resources. For Fiscal Year 2015, our total cost of community benefit was $35.9 million.
Demonstrating Community Stewardship

Addressing Community Health Needs
Billings Clinic completed a Community Health Needs Assessment (CHNA) for Yellowstone County, Montana, in 2005, 2011 and 2014, with our Alliance partners, RiverStone Health and St. Vincent Healthcare. Based on the 2005 data, the Alliance created the Healthy By Design coalition, with the goal of creating an environment where all community members can easily access healthy choices in their everyday lives.

Billings Clinic supports the Community Health Needs Assessment and Plan to improve the community’s status for healthy weight, mental health and substance abuse, and access to health care. View the latest Yellowstone County community health improvement resources at healthybydesignyellowstone.org/aboutus

Meeting Financial Needs
Billings Clinic provides high quality primary and specialty care, long-term care, emergency and mental health care to our patients. We are concerned that nearly 16% of Montanans are still uninsured or underinsured. The cost of health insurance is unaffordable for many small businesses, and employees are picking up a larger share of the costs when they do have insurance.

Our model of health care delivery and commitment to our not-for-profit mission guides our provision of these services:

- Providing patient financial counseling, payment plans, financing options and financial assistance for those in need, early in their care.
- Offering financial assistance (charity care) to patients with incomes up to 400 percent of federal poverty level, with a sliding scale.
- Accepting patients covered by Medicaid, Medicare or Children’s Health Insurance Plan (CHIP), including Healthy Montana Kids.
- Helping patients apply for public assistance and health insurance programs, such as Medicaid, Montana HELP Plan, Medicare, Disability, Crime Victims, Veterans Administration or CHIP.

Counting Community Benefits
We measure community benefits in the following ways:

- Conducting community benefit inventory annually.
- Calculating the financial value of our tax exemption as a not-for-profit 501(c)(3) organization. Our total cost of community benefit is consistently higher than the value of the exemption.
- Benchmarking with other health care organizations.
- Reporting community benefits to our board, leadership and community.

Defining Community Benefits
Billings Clinic has been quantifying community benefits since 1996, by following federal and state laws, definitions and guidance from national health care organizations and our financial auditors.

- Definitions are consistent with IRS rules and recommendations.
- Community benefits are the unreimbursed costs (not charges) of health services and programs provided in the many communities that Billings Clinic serves in Montana and the surrounding region.
- A shortfall is the difference between the cost of providing those services and the reimbursement we receive from public or private payers or the patient.
Financial Assistance
Last year 5,000 patients received financial assistance (charity care) for 45,100 visits to Billings Clinic at a total cost of $13 million. Of the total assistance, 75% was for hospital patient care, 24% for clinic patient care, and 1% for long-term care.

Medicaid Shortfalls
More than 108,700 patient visits were covered by Medicaid, with a shortfall of $6 million.

Subsidized Health Services
Many critical health services were not fully reimbursed – such as behavioral health and psychiatric care, pediatric specialties, sexual assault nurse exams, telemedicine and rural outreach clinics.

Health Professions Education
New physicians in the Billings Clinic Internal Medicine Residency Program and the Montana Family Medicine Residency trained in Billings Clinic facilities all year. Hundreds of college and graduate students studying nursing, pharmacy and other health professions received education and experience.

Community Health Improvement Services and Support
- Injury prevention programs, including prevention of falls, brain/spine trauma and promotion of safe driving
- Free health education and screenings
- The Alliance (Billings Clinic, RiverStone Health and St. Vincent Healthcare) partners on health initiatives, including support of insurance coverage, Community Crisis Center and Medication Assistance Programs.

Research
Billings Clinic is dedicated to the pursuit of new medical knowledge with innovative research, including clinical trials, translational research and nursing research.
Billings Clinic Service Area
Community Benefit includes health care services provided at Billings Clinic locations, including the hospital, clinic, branches and outreach clinics. Billings Clinic specialists provide more than 100 outreach clinics per month at 22 different regional locations for residents of rural Montana, Wyoming, and North Dakota. Affiliates are not included in the total cost of community benefit.

Financial assistance is available for those who qualify. Call (406) 238-2601 or go to billingsclinic.com/financial to learn more.

For more information, go to billingsclinic.com/AboutUs or call Community Relations at (406) 657-4677.