

Ingene inzandiko zimeze: **Yemejwe**

|                             |             |
|-----------------------------|-------------|
| IDENT                       | UVMHN_CUST1 |
| Ubwoko bw'Impapuro          | Ibwirizwa   |
| Uko Ashirwa mu Ngiro        | Ihuriro     |
| Igenekerezo Bigira mu Ngiro | 6/6/2024    |
| Igenekerezo ry'Isubirwamwo  | 6/6/2025    |



**UMUTWE W'AMAJAMBO:** Ideni & Iyegeranirizo

**INTUMBERO:** Kugira usigure neza fagitire, ukuriha, hamwe no kwegeranya biciye mu buryo bwashizweko bwo gucungera neza imishahara yishurwa vyemeza inzira imeze neza kandi ishemeye yo wegeranya amadeni.

**INGENE IBWIRIZWA RIVUGA:** University of Vermont Health Network (UVMHN) ni umuryango ufatiye ku barwayi wiyemeje gufata neza abarwayi bose, mu cubahiro no mu kwubaha utitaye ku nyungu z'ubwishingizi bw'ubuzima bw'umurwayi canke umutungo w'amahera UVMHN yashizeko uburyo bwiza bwo kuronsa abantu bose ikorera, ubuvuzi bakeneye. Politike yo kwegeranya nziza ni ikintu c'ingirakamaro kandi ca mbere mu gikorwa cacu. Muri ubwo buryo, UVMHN izokomeza uburyo bwo kumenyesha umurwayi inshingano z'amahera ubwambere, y'ubu hamwe na/canke biciye muburyo bwo kwishuza, hitezwe ko ariha mugihe ariko arafashwa na/canke igihe co kurihirako ubwa mbere. Abantu bahabwa ubufasha bitegekanijwe ko bishura igikora kandi/canke bagashaka ubundi buryo bwo kubikora bushobora kuba bukoranyemwo ugutegekaniriza kazoza amagara, umugambi wo kwishura wemewe kandi/canke nimba ashobora guhabwa ubufasha bw'amafaranga Iyo uburyo bwose bwo kurihwa n'umurwayi bwageragejwe ntibikunde, bizoheza birungikwe ku kindi kigo cegeranya uburyo mu mpera z'igihe cagenywe co kurihirako. University of Vermont Health Network ntiyishira mu bikorwa bidasanzwe vyo kwegeranya uburyo no kugerageza kumenyesha, kurera, canke gutera intege abarwayi mu gusaba imfashanyo y'amafaranga mu gihe bafise ibibazo. University of Vermont Health Network ntirobanura ivangura rishingiye ku bwoko, ibara, igitsina, intumbero y'imibonano mpuzabitsina, indangamuntu canke imvugo, ibisekuruzi, aho yavukiye, uburwazi bw'umugera wa sida, inkomoko y'igihugu, imero y'abinjira, idini, imero y'abubakanye, n'imyaka, ururimi, ubutunzi bwifashe neza, ubumuga bw'umubiri canke mu mutwe, kurinda urwego rw'umuhumure canke ibikorwa vyo gukorera mu bisirikare.

**INTAMBUKO:**

1. UVMHN izorungika ingereranyo ikwiye ku barwayi badafise ubwishingizi kandi biyishurira imbere yo gukorera akazi nk'uko bitegekanijwe n'amategeko n'amabwirizwa.
2. Iyo UVMHN irungika ubufasha bumwe na bumwe ku barwayi badahurira mu ihuriro canke imigambi y'ubwishingizi ku bantu ku giti cabo, UVMHN izokwishuza igitigiri c'amahera ku bishuriranira canke bishingiranira yoba akenewe mu gihe umugwayi yoba ari mu ihuriro Ibi birimwo ibintu n'ibikorwa bijanye n'ubuvuzi bwihutirwa, gusinziriza, ingwara, iradiyo, n'ubuvuzi bw'abana bato.
3. UVMHN izorungika ibisabwa ku bishingizi kandi izokorana nabo kugira vyorohe gukorera ku mwanya Umurwayi ajejwe kubahiriza ivyemezo vyose vyabanjirije uburenganzira, imbere yo kurungika ivyemezo, n'ibindi bintu bisabwa muri politike yabo. Politike y'ubwishingizi bw'umurwayi ni amasezerano hagati y'umurwayi n'ubwishingizi; si amasezerano hagati ya UVMHN n'uwufise ubwishingizi.
4. Igice c'umwishingizi kigena uwujwe amahera kwiye umugwayi abakurira niba bajwe ubwabo kwimenya hamwe n'abana babo bato. Ku bijanye n'abubakanye, umurwayi abwirizwa gukomeza akazi kiwe k'amahera adafatiye k'uwufise ubwishingizi.
5. Umwishingizi azishuzwa buri kwezi (ukwezi kw'imisi 28) kugira amahera asigara yose yiyemeje kuba akazi kiwe Ibisobanuro bazorungikwa nyuma y'ubwishingizi bukorwa ku bisabwa kandi/canke nta nyishu yakiriwe. Ku bijanye n'umurwayi adafise ubwishingizi, hazoshirwaho itangazo hashingiye ku muni ivyerekeye ivyo umurwayi agomba gukora bizosabwa ko abikora Kwishura vyuzuye bitangwa mu gihe co gukorera kandi/canke bitarenze igenekerezo yagenwe ku mpapuro za mbere zo kwishuza.
6. Umwishingizi azokwakira ibisobanuro bine vyose mu gihe c'imisi 120. Abarwayi bazohabwa imvugo imwe ihuriweko n'ibitaro vyabo n'ibikorwa vy'abaganga. Ivyigwa bisa vy'imisi 120 ku gihe cokurihirako bizokwama bitangwa kuri buri murongo w'ubudandaji Inyandiko zose zerekana ko ubufasha bw'amahera buhari; Numero ya terefone kugira ubaze uwuhagarariye ibisata vy'abakiriya (CS Rep) nayo irimwo.

Vyapapwe ku wa: 6/25/2024 10:07 Z'IGITONDO Na: Samson, Lauri

IBITEMEWE: Politike iri kuri ngurukanabumenyi niyo yemewe. Turagusavye wirabire ku mpapuro kugira urabe kw'ar'ukuri.

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7. Ni inshingano z'umurwayi/umwishingizi gusubiramwo ishirahamwe hamwe n'impinduka iyo ariyo yose yo kwishura canke nomero ya terefone yabo Mu gihe umwidondoro w'aho hantu usubiriwemwo wakiriwe n'umurwayi, itangazo ry'abacuruzi canke USPS, urwego rubijwe ruzosubirwamwo kugira rutangure amasomo y'imisi 120 yo kwishyura. Nimba imeri yarungitswe yakiriwe, izorungikwa mu bigo bijwe kwegeranya gusimba no konti kubikurikirana.
8. Iyo ubwishu butakiriwe, harashobora kugeragezwa kuvugana n'umurwayi nyuma y'imisi 45 iringitswe ubwa mbere kugira ubone ubwishu, gushiraho umugambi wo kwishura canke kurungika ubufasha bw'amahera bw'umurwayi. Nimba tudashoboye guhuza n'umurwayi, gukurikirana-guhamagarwa canke ubutumwa bwizana bukaza bishobora kubaho mu gihe c'imisi 120 yo kwishyura. Ubundi butumwa bwiyongera bwihutirwa buzogaragarira ku majambo yose ashishikariza umurwayi kuvugana n'ishami rijeje abakiriya.
9. Abarwayi/Abishingiye badashoboye kwishura vyuzuye barashobora guhabwa umugambi w'amahera ateganywa Umugambi w'integuro y'amahera yarungitswe na UVMHN. Nimba umurwayi yinjije mu mugambi w'integuro y'amahera, hategekanijwe ko yishyurwa mugihe kandi nyacyo Integuro y'amahera irashobora gutangwa bitarenze amezi 36 bitewe na konti yose. Mugihe umurwayi asavye igihe kinini, uburungozi burashobora kumwongera igihe gushika ku mezi 48. Abarwayi/Abishingiye bakwije ibisabwa kugira ngo baronke ubufasha bw'amahera barashobora guhabwa imitahe y'amahera hamwe n'igihe kinini co kwishura hakurikijwe amabwiriza ya Vermont na New York.
10. Abarwayi/Abishingizi badashoboye kwishura vyuzuye canke biciye mu mugambi w'integuro y'amahera baramenyeshwa kandi bakagirwa inama ku mugambi wo gufasha ubutunzi Igisata kijeje abakiriya kizokwigisha kandi gishishikarize abarwayi gusaba ubufasha. Abarwayi barashobora kurungikwa ku murongo rusangi canke UVMHN ku rubuga rusangi kugira bahitemwo gusohora impapuro ku machine Ibikorwa vyo gufasha abakiriya birungika ubutumwa kubisabwa n'umurwayi/abishingira. Mu gihe ivyo gusaba birungitswe ku murwayi, konti aho zizogira ukwezi kumwe gusaza kugabanuka kugira umwanya wumurwayi arangize kandi asubize ivyifuzo.
11. Inyandiko zirimwo ibisata vyose zizohabwa umurwayi aho hasigaye ibikorwa vyawe bwite Nubwo vyishyurwe vyose hamwe buri kwezi, gusaza ku bantu ku giti cabo bibaho bitagendeye ku bindi bikorwa. Buri guhuzwa kugomba kwakira vyibuze imisi 120 yo kwishyura guhera umunsi yatanguriye kwishurwa mbere yo kurungika ikigo fatiro.
12. Iyo impapuro zerekana fagitire, ikurikiranwa rya terefone hamwe n'ubutumwa bwarungitswe n'ubufasha bw'amahera vyananiranye kwishura (kandi vyibuze imisi 120 yarangiye), konti ishaje irungikwa mu kigo c'abandi bantu kugira ngo babikurikirane.
13. Impapuro zemeza imfashan zemewe zishobora kuba zifise konti zibitswe mu kigo c'abandi bantu igihe ico ari co cose mugihe co kwegeranya.
14. UVMHN ntivyishira mu bikorwa bidasanzwe vyo kwegeranya uburyo: kugurisha ideni ry'umuntu ku wundi muntu, kumenyesha amakuru mabi ibigo bijwe kurungika amadeni ku baguzi canke ibiro bijwe gutanga amadeni, gutevya, canke guhakana canke gusaba ubwishu mbere yo kurungika ubuvuzi bukenewe mu buvuzi kubera umuntu umwe ku giti ciwe atishyuye fagitire imwe canke nyinshi zo kwitabwaho mbere zikubiye mu mugambi wo gufasha mu mafaranga, n'ibikorwa bisaba inzira y'amategeko canke y'ubucamanza. UVMHN irashobora kurungika ingwati ku mafaranga y'urubanza canke gukemura umuntu ku giti ciwe biturutse ku gukomeretsa umuntu UVMHN yitaho, akarorero, isanganya y'umuduga.
15. Abakozi ba UVMHN bazokwisunga amategeko yose asanzwe yubahirizwa, ya leta hamwe n'ay'igihugu muri rusangi ku bijanye n'amadeni n'ivyegeranywa. Itegeko ry'Ingene Iyegeranirizo ry'Ideni rikorwa ni iryo bwirizwa ngenderwako mur'iki gihe.

**UMUGAMBI WO KUGENZURA:** Icitegererezo co kugenzura konti; ubuhinga bwavyaye ibikorwa bishingiye ku vyo gutunganya konti zishaje; Gusubiramwo buri gihe raporo y'ubucuruzi, guhindura inyandiko, no guhuza amakonti yo kwegeranya bitorangizwa n'uburungozi canke uwuhagarariye igisata gifasha abakiriya.

#### **POLITIKE BISA:**

UVMHN\_CUST 7 Uburyo bwo Kumenyesha Ukwirihira

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**IVY'ISHIMIKIZO:**

Fair Debt Collection Practices Act

IRS 501r

Vermont Act No. 119 (H.287)

45 C.F.R. Part 149

**ABASUBIRAMWO:**

|                    |                                                   |
|--------------------|---------------------------------------------------|
| Katherine Peterson | Icegera c'umurongozi ajejwe Ivyinjira             |
| Chris Cook         | Igisata kijejwe ivy'Amahera ku Barwaye            |
| Lynn Combs         | Umurongozi w'Imfatakibanza Ajejwe Kubika Amabanga |
| Erika Smart        | Umurongozi w'Ihuriro ryo Gucungera ivy'Ivyaduka   |
| Shannon Keniston   | Umurongozi w'Igisata c'Abakiriya                  |
| Adam Trombly       | Umugenzuzi w'Igisata c'Abakiriya                  |

**NYENEVYO:** Gina Slobodzian, Umurongozi mukuru w'umugwi ujejwe Serevise z'abakiriya

**UMURONGOZI AVYEMEZA:** Michael Barewicz, Icegera ca Perezida ajejwe Ubuhinguriro bw'amahera