



## PLAIN LANGUAGE SUMMARY OF FINANCIAL ASSISTANCE POLICY

### Overview

It is the policy of Memorial Medical Center (MMC) to treat the broadest number of patients while maintaining fiscal responsibility. This is a summary of the MMC Financial Assistance Policy (FAP).

### Availability of Financial Assistance

Patients will be considered for financial assistance based on their ability to pay and the Federal Poverty Guidelines (FPG) issued and updated annually. Financial assistance consideration is for medically necessary services as determined by a provider order. Financial assistance only applies to MMC bills. Any balance can be considered for financial assistance, including balances after insurance or government payments.

Patients are expected to cooperate with Memorial Medical Center's procedures for obtaining financial assistance and to contribute to the cost of their care based on their individual ability to pay.

### Eligibility Requirements

Financial assistance is generally determined by a sliding scale of total household income based on FPG. A sliding scale is used to offer discounts to individuals with household income less than 300% of FPG. When household income is less than 100% of FPG, a full discount is provided. *No person eligible for financial assistance under FAP will be charged more for medically necessary care than Amounts Generally Billed (AGB) to individuals who have insurance covering such care.* MMC determines AGB based on all claims paid in full to MMC by Medicare and private health insurers (including payments by Medicare beneficiaries or insured individuals themselves), over a 12-month period, divided by the associated gross charges for those claims. The granting of financial assistance shall be based on an individualized determination of financial need, and shall not take into account age, gender, race, social, or immigrant status, sexual orientation or religious affiliation. Please refer to full policy for a complete explanation and details.

### Where to Obtain Information

There are numerous ways that an individual may obtain information about the MMC FAP application process, or obtain copies of the MMC FAP or FAP Application Form.

- Download the information online at [www.memorialmedcenter.org](http://www.memorialmedcenter.org), (Patient and Visitors, Financial Assistance Program).
- Request the information by telephone by calling our Financial Specialists at 715-743-8322 or 715-819-1087
- In person at Memorial Medical Center, 216 Sunset Place, Neillsville, WI 54456 at the patient financial services office, registration areas, and the emergency department.
- Conspicuous notices will be posted at MMC and provided to appropriate county offices.