

*As a part of our healing ministry, Mercy grants financial assistance to patients for emergency and other medically necessary care based on financial need.*

# Summary of Mercy's Hospital Financial Assistance Policy (FAP)

## Eligibility Requirements

The Federal Poverty Guidelines are used in the determining level of financial assistance available to a patient. Financial assistance is based solely on your ability to pay and not on the basis of age, race, religion, or nation origin. If you are eligible to receive financial assistance, you will not pay more than the amount generally billed to individuals who have health insurance for the emergency and other medically necessary care provided.

## Before You Apply

**If you don't have insurance**, Mercy requires that you first complete an Insurance Eligibility Screening by calling **844.764.6850**. This screening will indicate if you may be eligible for Medicaid or Health Insurance Marketplace coverage to help you pay for your medical care. If the screening shows that you're eligible for insurance, you will need to pursue coverage before submitting an application for financial assistance.

**If you have insurance**, you are not required to complete the Insurance Eligibility Screening before submitting an application.

## How to Apply for Financial Assistance

You may apply for financial assistance by submitting a paper application or completing a paperless application with one of Mercy's financial counselors at the time of admission, during your treatment or by calling Customer Service at **1.855.420.7900**. As a part of the application process, we will ask you to provide household income information. A paper application may be required, in addition to the paperless, to further clarify your financial situation.

The full financial assistance policy and paper application can be obtained:

- from the Admissions Desk or Emergency Department.
- by visiting [www.mercy.net/assistance](http://www.mercy.net/assistance).
- by contacting the Mercy Customer Service department at **1.855.420.7900**, and requesting it be mailed to you.

For prevalent non-English languages in your community, translation services of the financial assistance policy and application may be available by calling **1.855.420.7900**.