

# Financial Assistance – Plain Language Summary

**Financial Assistance Offered:** Crawford Memorial Hospital offers financial assistance, under its Financial Assistance Policy, to eligible patients unable to pay for emergency or other medically necessary care.

**Eligibility Requirements and Assistance Offered:** You may qualify for financial assistance if your family income is less than 400% of the Federal Poverty Level and you are not eligible for Medicaid. The poverty guidelines will qualify you for either partial or up to 100% write off of your bill. Uninsured Financial Assistance eligible individuals cannot be charged more than the amounts generally billed (AGB) to those patients that have insurance.

Patients seeking financial assistance must comply with the Financial Assistance application process. This includes submitting the patient's W-2 statement, current pay stubs, bank statements or last year's income tax return, **and** completing the application process for all available sources of assistance, including Medicaid.

**How to Apply for Assistance:** The patient or any person involved in the care of the patient, including a family member or provider, can express financial concerns at any point. The patient or responsible party will then be encouraged to complete a financial assistance application. To qualify for financial assistance, an application can be submitted at any time 240 days after your date of service.

**Where to Obtain Copies, Submit Documents and Contact Information:** Crawford Memorial Hospital's Financial Assistance Policy, Financial Assistance Application and Plain Language Summary are available free of charge. These documents can be accessed online, by phone or in person. Documents are online to download or print at our website - [crawfordmh.org](http://crawfordmh.org).

You can ask for your copy by calling the Hospital Business Office at (618) 546-2568 or the Clinic Business Office at (618) 544-5517. Copies are also available in person at all hospital and clinic registration areas, including the Emergency Department. The Hospital Business Office and the Clinic Business Office are both located at 1000 N. Allen Street, Robinson, Illinois.

For a Financial Assistance application and supporting documents, you can submit your documents to the Hospital or Clinic Business Offices by mail or in person. Crawford Memorial Hospital will uphold the confidentiality and dignity of each patient. Any information submitted for consideration of financial assistance will be treated as protected health information under the Health Insurance Portability and Accountability Act (HIPAA).