



Organization Focused

# FINANCIAL ASSISTANCE POLICY (COMMUNITY CARE) PLAIN LANGUAGE SUMMARY

## Financial Assistance Offered

Reedsburg Area Medical Center's (RAMC) mission is to Go Beyond the Expected in Healthcare. As part of this mission, RAMC offers financial assistance through its Financial Assistance (Community Care) Policy to patients unable to pay for emergency or medically necessary care.

## Eligibility Requirements and Assistance Offered

Eligibility for financial assistance is based on multiple factors, including the nature of the condition and care required, insurance coverage or other sources of payment (including personal injury claims), income (Federal Poverty Level guidelines used to determine the amount of financial assistance offered), family size, assets and any other special consideration the patient would like to have considered.

Financial assistance is offered to patients who are uninsured and underinsured. Partial or full financial assistance will be granted based on the patient's ability to pay the billed charges.

Patients must fully comply with the application process, including submitting tax returns, bank statements and pay stubs as well as completing the application process for all available sources of assistance including Medicaid or Medical Assistance.

## 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 during the patient's care. The patient or responsible party will then be encouraged to complete a financial assistance application.

Financial assistance is limited to medical care provided at a Reedsburg Area Medical Center location and by RAMC personnel. Expenses such as durable medical equipment and prescriptions are not covered under the Financial Assistance Policy. RAMC will uphold the confidentiality and dignity of each patient and any information submitted for consideration of financial assistance will be treated as protected health information under the Health Insurance Portability and Accountability Act (HIPAA).

## Where to Obtain Copies

RAMC's Financial Assistance Policy and assistance with the application process can be obtained from Patient Financial Services:

- Online at [www.ramchealth.com/financialassistance](http://www.ramchealth.com/financialassistance).
- You may also visit RAMC at 2000 N Dewey Avenue, Reedsburg, WI or call 608-524-6487

## For Non-English Speakers

Translations of the Financial Assistance Policy, Financial Assistance Application, and this Plain Language Summary are available at [www.ramchealth.com/financialassistance](http://www.ramchealth.com/financialassistance).

## No More than Amount Generally Billed (AGB)

A patient determined to be eligible for financial assistance may not be charged more than amounts generally billed for emergency or other medically necessary care to patients who have insurance for such care.

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