



## Financial Assistance Policy – Plain Language Summary

We offer financial help to our patients who cannot pay all or part of their medical bills. You may apply for help through one of our two financial assistance programs: Charity Care or Senior Partners. These programs cover charges for many of our services at our clinics and hospitals.

### What is Charity Care?

- You may qualify for discounted care based on your household income and assets (like a house or car). Your income may be up to nearly three times (300%) the Federal Poverty Level.
- **Covers:** Emergency and medically necessary care
- **Does not cover:** Out-of-network services (based on your insurance) or care provided by a non-Fairview or non-HealthEast doctor

### How do I apply?

To apply, call one of the numbers listed below. We will mail an application to you along with a list of the required documents (you will need to show proof of your income and property). You may also print an application from our website. You can also stop by the hospital information desk or call a financial counselor for assistance with the application process at the hospital where you received your care.

For a copy of Fairview and HealthEast's Financial Assistance Policy or to obtain a Charity Care application, visit our website at [www.fairview.org/charitycare](http://www.fairview.org/charitycare) or call our customer service numbers below:

Fairview Health Services Hospitals	612-672-6724
HealthEast Hospitals	651-232-1100

### What is Senior Partners?

This program is for Minnesota residents with Medicare Part A and Part B. The program helps with Medicare deductibles and coinsurances. To learn more, call 952-767-0665 or visit the website at [www.seniorcommunity.org](http://www.seniorcommunity.org).

**Extraordinary Collection Actions:** Fairview will not take any extraordinary collection actions (ECA) with lawsuits or garnishments through our legal firm until reasonable efforts have been satisfied for those who may be eligible for financial assistance.

**Amounts Generally Billed:** Patients who qualify for financial help will not be charged more than the amounts generally billed (AGB) for patients who are insured. You can find this information on our website or receive a free copy by calling the numbers referenced above.

**Translations:** We have translations of this policy in Spanish, Russian, Vietnamese, Karen, Hmong and Somali. You can find them on our website or receive a free copy by calling the numbers referenced above.