

Anderson Hospital

Financial Assistance Policy – Plain Language Summary

Anderson Hospital recognizes that not all patients have the financial resources to pay their hospital bill. This summary provides information regarding our Financial Assistance policies.

Eligible Services – Patients that are in need of emergent and/or medically necessary healthcare services provided by Anderson Hospital. This policy also pertains to certain Anderson Medical Group providers that bill for professional services to patients receiving care at Anderson Hospital including, but not limited to, such specialties as Surgery, Cardiology, and Orthopedics. Services not eligible for financial assistance include: professional services which are related to the hospital visit and billed by non-Anderson Medical Group providers, professional services provided by Anderson Medical Group providers that do not provide services at Anderson Hospital, Maryville Imaging, private contract procedures (primarily Cosmetic), Phase 3 Cardiac Rehab, hearing aids and other Medicare non-covered services.

Eligible Patients – Patients that receive eligible services who submit a completed Financial Assistance Application which includes supporting documentation and information.

How to Apply – Financial Assistance Applications may be obtained as follows:

- Download a copy of the Financial Assistance Policy and Application via our website at www.andersonhospital.org/financialassistance
- Contact our Financial Counselor by phone at 618-391-6920
- Visit our Financial Counselor in our Patient Access department located off the lobby at the hospital main entrance during the hours of 8am – 4:30pm
- Obtain a free paper financial assistance application at each hospital registration desk including the Emergency department
- If hospital services have been received and you have received a patient billing statement, request to have an application mailed to you by calling 1-877-444-6382.
- If you received services from an Anderson Medical Group provider at Anderson Hospital, please call 866-724-6658

Determination of Financial Assistance Eligibility – Financial Assistance is generally determined by a sliding scale of total household income based on federal poverty guidelines. When total household income is less than 200% of the Federal Poverty level a discount of 100% from gross charges will apply. When total household income is between 200% and 600% of the federal poverty level, a partial discount applies. No individual eligible for financial assistance will be charged more for medically necessary care than amounts generally billed to individuals who have insurance covering such care (AGB).

Translations – Anderson Hospital's financial assistance policy, application form, and plain language summary will be translated for populations with limited English proficiency in accordance with Section 501(r) regulations.