

## FINANCIAL ASSISTANCE

### FINANCIAL ASSISTANCE PROGRAM

Upon request, or as a referral, an application form will be given to a patient to complete and return with the requested information. An application also can be found on our website at [clarabartonhospital.org](http://clarabartonhospital.org).

### APPLICATION PROCESS

Once the patient has received the Financial Assistance application, please read each section and fill out completely with the most current information. There is some information which will need to be provided with each application. Please be sure the application is signed and dated. If assistance is needed in completing the application please contact a Financial Counselor.

While your application is being processed, please continue to make a monthly payment. If you have not established a payment plan, please contact a Financial Counselor to do so.

### HOW DOES THE HOSPITAL DECIDE IF I QUALIFY?

A patient's eligibility is determined on factors such as income, number in the household and the amount of hospital debt in comparison to annual income. We do not consider age, sex, sexual orientation, race, beliefs or disabilities.

### WHAT HAPPENS IF I QUALIFY?

If a patient qualifies, the accounts up to the date of review will be considered and the applicable

forgiveness amount will be applied. We do not pre-qualify anyone for Financial Assistance.

### HOW DO I KNOW IF I QUALIFY?

Each patient will receive an approval letter from a Financial Counselor listing the patient accounts approved and stating the amount that has been forgiven and what the remaining balance is (if any).

### HOW DO I KNOW IF I DO NOT QUALIFY?

If a patient does not qualify for Financial Assistance, a letter will be sent from a Financial Counselor stating the financial assistance has been denied. At that time the account will continue through the collection process, so please plan to set up payment arrangements for the balance due. For Payment plan arrangements, please contact MBR at #877-227-8066. If needing to set up payment arrangements for more than 24 months, Clara Barton Hospital works with a third party vendor for extended payment plans for up to five years. Please contact a Financial Counselor to find out more details.

## ACCOUNTS

### ACCOUNTS AT 30 DAYS

Please contact a Financial Counselor at Clara Barton Hospital to make payment arrangement once you receive your first statement. All accounts at 30 days will be forwarded to our external business partner MBR (Medical Billing Resources) to assist you in setting up your payment arrangements. MBR phone # 877-227-8066.

## BILLING PAYMENT AND FINANCIAL ASSISTANCE INFORMATION



CLARA BARTON  
Hospital & Clinics

# BILLING, PAYMENT AND FINANCIAL ASSISTANCE

Clara Barton Hospital/Clinics are a Non-profit organization which is not tax supported by the federal or local governments. We rely on timely payments by our patients and insurance providers to meet our monthly obligations. As a non-profit organization, our commitment is to provide a quality service by qualified personnel at an affordable price. As we all know, the cost of health care can seem overwhelming as a consumer. Even after insurance has paid its portion, the bills can be very expensive.

## SIMPLIFY YOUR ACCOUNT

In order for the Hospital/Clinics to continue to operate in an efficient manner and provide a benefit for the community, here are tips to make our billing process for patient services the most efficient. Upon registration to the Hospital/Clinics for In-patient or Out-patient services:

1. **Provide the Admissions personnel with the most recent copy of your insurance card(s).**

This is important for us to be sure we have the correct insurance company listed with their correct address.

2. **Provide your current address and phone number.** This will allow us to contact the patient quickly should we have a question about the insurance or other information.

## SELF-PAY ACCOUNTS

### I DON'T HAVE INSURANCE...

We do not turn anyone away for being uninsured...however payment for the services which the patient received are the patient's responsibility.

Prompt pay discounts are available. Please contact a Financial Counselor for Clara Barton Hospital at 620-653-5038 and Clara Barton Clinics at 620-653-5054 for more information.

Based on EMTALA guidelines, no patient will be refused services when presented to our Emergency Room.

### PAYMENT ARRANGEMENTS

Once services have been rendered to the patient, the hospital/clinics will file a claim with the proper insurance company and then a statement will be sent to the patient.

When a statement is received by the patient the statement is to be paid in full. If the patient is unable to pay the statement in full:

1. Co-pays at Clinics are due at time of service.
2. Please contact a Financial Counselor at Clara Barton Hospital/Clinics within 30 days to establish payment arrangements.
3. A Financial Counselor will establish a payment arrangement with patients based on their financial situation and the amount of the patient bill.
4. Payment arrangements will be made for each patient account or service date. If the patient has future service dates, the patient will need to contact the Financial Counselor to make new payment arrangements for the new accounts.

5. After payment arrangement has been made it is the patient's responsibility to pay the arranged amount each month by the specified date. If a patient is unable to make a scheduled payment, the patient should contact a Financial Counselor.

Once a payment arrangement has been defaulted the account may be forwarded to a collection agency.

### WHAT IF I CAN'T PAY MY HOSPITAL BILL?

If a patient doesn't have health insurance (or if the insurance does not cover all medical expenses), please contact a Financial Counselor within thirty (30) days of receiving your statement. In most cases patients do not have the ability to pay the entire bill at the time of service or discharge if the patient is uninsured or under insured. Our Financial Counselors will work with patients to make financial arrangements to pay the bill over time or complete an application for Financial Assistance.

Clara Barton Hospital/Clinics understands there are many times when the resources are not available to patients before, during and after medical difficulties. No contact from the patient for an unpaid bill leaves the Hospital/Clinics little recourse.

Our Financial Counselors are available to visit with patients about their payment options.



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