

Financial Assistance Policy

Plain Language Summary of Financial Assistance Policy

To meet the needs of the communities it serves and in recognition of its status as a nonprofit healthcare system, Union Health offers fair and equitable financial assistance for eligible patients who are unable to sustain the extraordinary burden of medical expenses due to limited income and resources.

The Union Health Financial Assistance Policy applies to emergency medical services and medically necessary health care services provided by Union Health. Services at some locations may be covered by a separate Sliding Fee Discount Program (visit www.union.health for details).

Generally, to be eligible for financial assistance, patients must have household incomes at or below 300% of the federal poverty guidelines and have no other resources for payment, such as health insurance, Medicaid eligibility or liability claims. To be eligible for full financial assistance, patients must have household incomes at or below 200% of the federal poverty guidelines and have no other resources for payment, such as health insurance, Medicaid eligibility, or liability claims. Financial assistance may also be available in other limited circumstances, depending on the amount of the patient's medical bills and whether the patient meets other criteria for eligibility.

Patients may apply for financial assistance by completing a Financial Assistance Application. Copies of the Financial Assistance Application, as well as Union Health's Financial Assistance Policy, are available at all patient registration sites or by visiting www.union.health. Patients may also request free copies of the Financial Assistance Application and the Financial Assistance Policy by calling the Union Health Public Benefits Department at (812) 238-7621 or writing Union Health, P.O. Box 3054, Indianapolis, IN 46206.

Persons seeking more information or needing assistance in completing the Financial Assistance Application may contact Union Health Public Benefits Department at (812) 238-7621.

A patient qualifying for financial assistance under Union Health's Financial Assistance Policy with respect to emergency or medically necessary healthcare services will not be charged more than the amounts generally billed by Union Health for the same services to patients who have insurance covering such care.

Translations of the Financial Assistance Policy, the Financial Assistance Application, and this plain language summary are available upon request.