

## ***Financial Assistance and Payment Options***

### **Welcome**

Our mission is to journey with you on your path to better health. We understand that using health care services can be confusing, so we will do all we can to make your visit today as smooth as possible. Please ask our staff for whatever assistance you may need.

### **Financial Assistance**

Little Company of Mary Hospital and Health Care Centers is committed to providing compassionate health care to all.

Full or partial financial assistance may be available based on the financial condition of our patients and is determined in accordance with federal poverty guidelines outlined in our Charity Care Policy. A free copy of our policy and financial aid application is available upon request and on our hospital website (<http://www.lcmh.org/home/find-a-career/apply-for-financial-assistance>).

A Financial Assistance application is used to determine eligibility. If approved, this program covers emergency and medically necessary services provided by the Hospital. To be considered for a full or partial discount under our Charity Care Policy, you must provide the information and documentation requested in the application. Also, you must first apply for other existing financial resources that may be available to pay your health care bills such as Medicare, Medicaid, All Kids, Worker's Compensation, and other liability claims. Once the financial assistance application is completed and received, a determination will be made and a written response will be sent to you via mail.

Little Company of Mary Hospital is proud of its health care professionals who practice here. Some of them may be out of network providers. They are not employees of the Hospital and bill separately for their services. As a patient, you may receive separate bills for services provided by health care professionals affiliated with Little Company of Mary Hospital. Some hospital staff members may not be participating providers in the same insurance plans and networks as Little Company of Mary Hospital. You may have greater responsibility for services provided by health care professionals at Little Company of Mary Hospital who are not under contract with your health care plan. Any questions you may have about your insurance coverage or benefit levels should be directed to your health care plan and/or certificate of coverage. Financial Assistance does not apply to private physician bills or other fees a patient may incur. A list detailing which providers are covered under the Hospital Financial Assistance Policy is available upon request.

### **Payment Options**

For your convenience, we accept all major credit/debit cards and personal checks (with a valid driver's license or state ID), cash, money order or cashier's check.

### **Co-Pays and Deductibles**

Your insurance company may require a patient portion for services rendered. If your insurance policy has a deductible or co-pay amount, we will ask that it be paid prior to service.

### **Contacts**

If you have any questions about the financial assistance policy or your bill please call our financial counselors at 708.229.6152/6153 or the Patient Accounts/Billing Office at 708.499.8500. Hours of operation are Monday thru Friday 8:00a.m to 4:00pm. If needed the financial counselors are available to see patients in their offices on the 1<sup>st</sup> floor of the Hospital's South Pavilion.