

***Financial Assistance Policy – Plain Language Summary***

**Financial Assistance Offered**

Gordon Memorial Health Services’ mission is to provide the best care for every patient. As part of this mission, Gordon Memorial Health Services offers financial assistance to patients unable to pay for emergency or medically necessary care.

**Eligibility Requirements**

Eligibility for financial assistance is based on multiple factors, including the nature of the condition and care required, insurance coverage or other sources of payment (including personal injury claims), income (determined using the Federal Poverty Level guidelines), family size, assets, and any special consideration the patient or physician would like to have considered.

Financial assistance is offered to patients who are uninsured and underinsured. Partial or full financial assistance will be granted based on a patient’s ability to pay the billed charges.

Patients must fully comply with the application process, including submitting tax returns, bank statements and pay stubs, as well as completing the application process for all available sources of assistance, including Medicaid.

**How to Apply**

The patient or any person involved in the care of the patient, including a family member or provider, can express financial concerns at any point during the patient’s care. The patient or responsible party will then be encouraged to complete a financial assistance application.

Financial Assistance is limited to medical care provided at Gordon Memorial Hospital, Gordon Rural Health Clinic and Rushville Rural Health Clinic. Expenses such as travel, food, lodging, durable medical equipment, and prescriptions are not covered under the Financial Assistance Policy. Gordon Memorial Health Services will uphold the confidentiality and dignity of each patient, and any information submitted for consideration of financial assistance will be treated as protected health information under the Health Insurance Portability and Accountability Act (HIPAA).

**Where to Obtain Copies**

Gordon Memorial Health Services financial assistance applications are available free of charge at the Gordon Memorial Hospital business office or by calling (308)282-0401 and requesting a copy by mail or email. The policy and application are also available online at [www.gordonmemorial.org](http://www.gordonmemorial.org) for downloading and printing. Copies are also available at clinic, hospital and emergency department locations.

**Contact for Information and Assistance**

Additional information about the Financial Assistance Policy and assistance with the application process can be obtained from:

[www.gordonmemorial.org](http://www.gordonmemorial.org)

Call (308) 282-0401 and ask for the Financial Counselor

Gordon Memorial Hospital

Gordon Rural Health Clinic

Rushville Rural Health Clinic

**No More than Amount Generally Billed (AGB)**

A patient determined to be eligible for financial assistance may not be charged more than amounts generally billed for emergency or other medically necessary care to patients who have insurance for such care.