

DREW MEMORIAL HEALTH SYSTEM SUMMARY OF FINANCIAL ASSISTANCE PROGRAM (FAP) **

Drew Memorial Health System (“DMHS”) is a tax-exempt organization which provides free or discounted healthcare services in certain circumstances. The decision to provide free or discounted services is often made based upon financial need. You may qualify for free or discounted care based upon your financial need.

For additional information about DMHS’s Financial Assistance Program (“FAP”), including what reduced charges might be and how to apply, please call the Director of Patient Financial Services at the following phone number (870) 460-3514. You may also find more information through DMHS’s website: www.drewmemorial.org, and specifically regarding financial assistance at: https://www.drewmemorial.org/financial_assistance.aspx.

The DMHS FAP offers discounted charges for services to eligible patients that may cover all or part of the patient responsibility portion of their bill. The FAP reduces the patient bill based on income/family size. The reduction in charges is based on a sliding fee scale which is described in detail in the DMHS Financial Assistance Program. Charges for uninsured patients (which will be further discounted in accordance with the sliding fee scale, up to 100%) shall be initially determined based on “amounts generally billed” by Drew Memorial Health System, as opposed to gross charges for the services. Drew Memorial Health System calculates “amounts generally billed” based upon actual past claims paid to the Health System facility by Medicare for the same services during specified time periods.

All emergency and other medically necessary healthcare services provided by Drew Memorial Health System are eligible for financial assistance, depending upon qualifications of the patient. Some services provided by other providers within the Health System facility may not be eligible for financial assistance.

A person whose individual or family income is not more than 225% of the current Federal Poverty Guidelines (FPG) of the United States Department of Health and Human Services may be eligible for assistance at least at some level. Anyone who does not meet DMHS’s financial assistance criteria or who refuses to provide the information necessary to determine eligibility will be determined as ineligible for financial assistance. Patients refusing to make reasonable application for medical assistance or similar programs (for example, Medicaid) will also be ineligible for financial assistance.

In order to determine if a patient is eligible for assistance, an application for financial assistance must be completed by the patient or guarantor. Application forms are available at the website listed above. DMHS will accept FAP applications at least two hundred forty (240) days from the date of the first post-discharge billing statement. Approval is valid for a period of one (1) year without re-application. You may be asked to provide information about your income, tax returns and other financial matters.

The Health System will not initiate any “extraordinary collection actions” for at least one hundred twenty (120) days from the date of the first post-discharge billing statement for the care at issue. The Health System will suspend any extraordinary collection activities if a FAP application is submitted anytime during the two hundred forty (240) day application period.

If a patient does not or will not apply or qualify for financial assistance or is otherwise ineligible for financial assistance, then, in certain circumstances, Drew Memorial Health System may take “extraordinary collection actions.” Extraordinary collection actions may include the following: (A) placing a lien or foreclosing on patient property; (B) attaching or seizing a bank account or other patient property; (C) filing suit against the individual; (D) garnishing wages; (E) reporting to consumer credit reporting agencies or bureaus; (F) sale of medical debt to a third party; and (G) turning patient account over to collections.

** Este Resumen y todos los demás documentos relativos a ayudas de Drew Memorial Health System están disponibles en español. Por favor llame al siguiente número de teléfono de asistencia: (870) 460-3514.