



## FINANCIAL ASSISTANCE PLAIN LANGUAGE SUMMARY

It is the responsibility of Midland Memorial Hospital to provide free or discounted care healthcare services to those individuals with a demonstrated inability to pay. These services will be provided in the facilities of Midland Memorial Hospital and will be consistent with accepted medical standards in the community.

### **Assistance Offered:**

Generally, an individual will be eligible for assistance if their family income is at or below 350% of the Federal Poverty Income Limits (FPII), doesn't qualify for any other form of payment or program, and provides the supporting documentation for the application. An individual may qualify for assistance with all or part of their bill. The help is based on a sliding scale that considers household income and family size.

Individuals are responsible for cooperating with program guidelines and providing information timely about health benefits, income, assets, and any other paperwork required to qualify for assistance. Paperwork might be bank statements, income tax forms, check stubs or other information.

### **Emergency and medically necessary care:**

If you qualify for help with your bill, you will not be charged more for emergency or medically necessary care than amounts generally billed to people who have insurance for the same kind of care. To determine amounts generally billed, we use a look-back method comparing the amount paid by insured patients and their insurance companies in the past year.

### **How to Apply:**

Free copies of Midland Memorial's Financial Assistance Policy, plain language summary and Financial Assistance Applications can be requested by the following means or locations:

- In person: Hospital admitting department
- Phone: (432) 221-5257
- Email: [customerservice@midlandhealth.org](mailto:customerservice@midlandhealth.org)
- Online: [www.midlandhealth.org](http://www.midlandhealth.org)
- Mail/in person: Midland Memorial Hospital Financial Eligibility Office  
400 R. R. Grover Parkway  
Midland, Texas 79701

Completed applications along with their supporting documentation should be delivered in person to the Eligibility Office. Those requiring assistance completing the financial assistance application can present in person to our Eligibility Office located at 400 Andrews Highway, Midland, Texas 79701.

### **Collection Activities**

Assistance can be requested at any time during the collection process by calling (432) 221-5257. We do not sue patients, take action against personal property or garnish wages.

### **For Help or Questions:**

Contact the Eligibility Office (432) 221-5257 for assistance or questions related to financial assistance. General billing inquiries can be handled at (432) 221-1522