



## Financial Assistance Plain Language Summary

Midland Memorial Hospital (MMH) provides free or discounted healthcare services to individuals with a demonstrated inability to pay. These services will be provided in MMH's facilities and will be consistent with accepted medical standards in the community. MMH notifies patients of the contents of this policy through posted signage throughout the facility and on MMH's website, referrals to the Financial Eligibility Office prior to service, and communications on patient's statements. Hard copies of the policy are available upon request.

### Assistance Offered:

You are eligible for Charity Care at MMH if you have a family income at or below 200% of the Federal Poverty Income Limits (FPIIL), you are uninsured or underinsured, and you submit a Financial Assistance Application (FAA). If you do not submit an FAA, MMH may verify your family income electronically through third-party vendors. Depending on your family income level under the FPIIL, you may receive up to a 100% Charity Care discount for covered services.

Even if you do not meet the income requirement to qualify for Charity Care, you may still qualify for assistance through the Self-Pay Discount, Catastrophic Medical Discount, and Presumptive Charity provisions of MMH's policy. Note that MMH will calculate the financial assistance adjustment using your current patient account balance.

### Charges for Emergency or Medically Necessary Services:

MMH will not charge you more for emergency or medically necessary care than amounts generally billed (AGB) to insured patients for the same care. MMH determines AGB through a look-back method that compares amounts paid by insured patients and their insurers over the past year.

### How to Apply:

You can request free copies of MMH's Financial Assistance Policy or Financial Assistance Application and receive assistance completing the Application through the following. Note that general billing questions can be handled at (432) 221-1522.

Phone	(432) 221-5257
Email	<a href="mailto:customerservice@midlandhealth.org">customerservice@midlandhealth.org</a>
Online	<a href="http://www.midlandhealth.org">www.midlandhealth.org</a>
Mail/In-Person	Midland Memorial Hospital Financial Eligibility Office 400 R. R. Grover Parkway, Midland, TX 79701

**You can request financial assistance at any time during the collection process by calling (432) 2215257. Please refer to MMH's Billing and Collections Policy for information about the collections process and collections activities in which MMH may engage. You can obtain free copies of MMH's Billing and Collections Policy on MMH's website or from the Patient Accounts Office located at 200 Andrews Highway or by calling (432) 221-1522.**