

### **Financial Assistance Policy Plain Language Summary**

Patients who meet certain income criteria may qualify for financial assistance based on the below criteria:

| Uninsured Patient<br>Financial Assistance Guidelines |                       |
|--|-----------------------|
| Income Level (of FPL)                                | Discount              |
| 0 –200%  | 100% of Medicare rate |
| 201% - 250%  | 50% of Medicare rate  |
| 251% - 300%  | 40% of Medicare rate  |
| 301% - 350%  | 25% of Medicare rate  |
| 351% - 400%  | 15% of Medicare rate  |

(FPL – Federal Poverty Level)

If you receive an award of financial assistance from Helen Keller or Red Bay Hospital and the award does not cover 100% of the hospital's charges for the services provided, a patient will not be charged more for emergency or other medically necessary care than the amount we generally bill patients that have insurance under Medicare.

If you think you may qualify for financial assistance, complete and sign a financial Assistance Application. The application and guidelines are available at [helenkeller.com/getpage.php?name=Charity Policy &sub=Bill+Pay](http://helenkeller.com/getpage.php?name=Charity Policy &sub=Bill+Pay) or you can obtain an application and a copy of the guidelines by:

- Calling the Patient Financial Services Department at (256)386-4385 or (256)386-4006, Monday – Friday, 8a.m.- 4:30p.m., to request a copy of the application and guidelines by mail, free of charge
- In your admission packet, our emergency department, or in any financial representative or cashier's office.
- By visiting any of the following locations:
  - Helen Keller Hospital 1300 S Montgomery Ave, Sheffield, AL 35660
  - Red Bay Hospital 211 Hospital Rd, Red Bay, AL 35582

For assistance completing the application or clarification on the guidelines; you may contact a financial counselor at (256)386-4385 or (256)386-4006 between the hours of 8am – 4:30pm, Monday – Friday.

Forward your completed financial assistance application to:

**Helen Keller Hospital Attn: Financial Counselors**  
**1300 South Montgomery Ave.**  
**Sheffield, AL 35660**

*The financial assistance guidelines and application are also available in Spanish.*