

## **Policy:**

Freeman Health System is a non-for-profit health system offering financial assistance to the community we serve. Freeman provides assistance without regard to race, color, ethnicity, gender, religion, age, disability, sexual orientation, or religious affiliation, or national origin.

## **Policy Definitions Guidelines:**

Family Size: Number of people in family. Often defined as those reported on Federal taxes.

Family Income: Not limited to earnings, unemployment compensation, workers' compensation, Social Security, Supplemental Security Income, public assistance, veteran's payments, survivor benefits, pension or retirement income, interest, dividends, rent dividends, interest dividends, rents, income from estates, trusts, alimony, and other miscellaneous sources. Family income does not include child support, student loans, and student grants or non-cash benefits such as food assistance and housing subsidies.

Federal Poverty Guidelines: FPG limits are set annually by the federal government.

Income limit:

- Patients under 100% of FPG will be approved at 100%.
- Patients at 101% - 150% will be required to pay a nominal fee based on the level of care at (tier I) .
- Patients 151% - 200% will be required to pay a nominal flat fee based on the level of care (tier II).

Eligibility Duration: Frequency of Patient eligibility re-evaluation is 6 months from approved application.

## **Procedure:**

Freeman will assess the needs of patients that have indicated financial hardship. Financial hardship will be assessed solely by family size and income at or below 200% of the current Federal Poverty Guidelines.

Freeman will assess the needs of patients that have indicated a possible financial hardship, assistance is based on family size and income.

If a patient presents financial need for services provided at qualified site-specific location approved by National Healthcare Service Corp. (NHSC) and meets the above criteria an application must be submitted.

Applications must be completed and turned into Financial Assistance Coordinator. Assistance may only be applied to the patient's portion of charges after all other payments have been received.

Freeman will provide information regarding financial assistance in the by means of statements, and signage in patient access areas. The financial assistance policy(s) are available in both English and Spanish and can be requested from provider's office, facility registration areas, patient accounts or obtained on hospital website [www.freemanhealth.com](http://www.freemanhealth.com).

Completed applications can be turned into:

Patient Accounts: 3220 S. McClelland Blvd, Joplin Missouri

Any providers office, or Hospital location, or by email to [freemaneligibilitypartners@freemanhealth.com](mailto:freemaneligibilitypartners@freemanhealth.com).

### **Sliding Scale:**

|                                | Less than 100% FPL   | 101- 150% FPL   | 151 - 200% FPL   |
|--------------------------------|----------------------|---|--|
| <b>Discount:</b>               | 100%                 | 100% after copay met  | 100% after copay met   |
| <b>Patient Responsibility:</b> |                      | Co-pay  | Co-pay   |
|                                |                      |   |  |
|                                | <b>Co-pay = 0.00</b> | <b>Co-pay Tier I</b>  | <b>Co-pay Tier II</b>  |
|                                | Out of pocket = 0.00 | Office Visit \$25.00 per visit                                    | Office Visit \$35.00 per visit                                       |
|                                |                      | Outpatient diagnostic services<br>\$50 per visit, date of service | Outpatient diagnostic<br>services \$75 per visit, date of<br>service |

Reasonable effort will be made to collect in accordance with the noted sliding scale following Freeman's collection policies.

### **Excluded Services:**

- Those patients seeking elective non-emergent services
- Cosmetic Services
- Services for non NHSC site services (see below)

Professional services covered by Financial Assistance NHSC program policy for sites specific locations as seen below:

| MISSOURI  |   |
|---|---|
| Name  | Address   |
| Freeman Health System - Bentlage Building Family Practice     | 3202 Mcintosh Cir Suite 302<br>Joplin, MO 64804 |
| Freeman Health System - Freeman Center for Geriatric Medicine | 931 E 32nd St Joplin, MO 64804                  |
| Freeman Health System - Freeman Hospital West                 | 1905 W 32nd St Joplin, MO 64804                 |
| Freeman Health System - Freeman Neosho Hospital (CAH)         | 113 W Hickory St Neosho, MO 64850               |
| Freeman Health System - Freeman OB/GYN Associates             | 1532 W 32nd St Suite 201<br>Joplin, MO 64804    |
| Freeman Health System - Freeman Ozark Obstetrics & Gynecology | 1532 W 32nd St Suite 301<br>Joplin, MO 64804    |
| <i>Freeman Health System - Freeman Pediatric Care</i>         | <i>3333 Mcintosh Cir Joplin, MO 64804</i>       |
| Freeman Health System - Seneca Family Medicine                | 1606 Olive St Seneca, MO 64865                  |
| Freeman Health System - Webb City Primary Care                | 1636 S Madison St Webb City, MO 64870           |
| Freeman Health System Academic Family Medicine                | 3202 McIntosh Cir, Ste 301. Joplin, MO 64804    |
| Freeman Health System Academic Internal Medicine              | 3202 McIntosh Cir, Ste LL03. Joplin, MO 64804   |
| Freeman Health System Browning Internal Medicine              | 3202 McIntosh Cir, Ste 101. Joplin, MO 64804    |
| Freeman Health System Carl Junction Family Medicine           | 104 S Main St, Carl Junction, MO 64834          |
| Freeman Health System Clinic of Anderson                      | 510 Park St, Anderson, MO 64831                 |
| Freeman Health System Clinic of Carthage                      | 719 W Centennial, Carthage, MO 64836            |
| Freeman Health System Family Medicine Associates              | 702 E 34th St, Ste 202. Joplin, MO 64804        |
| Freeman Health System First Care                              | 702 E 34th St, Ste 102. Joplin, MO 64804        |
| Freeman Health System- Freeman Children's Clinic              | 1030 Mcintosh Cir Joplin, MO 64804              |
| Freeman Health System Lamar Family Care                       | 307 W 11th St, Lamar, MO 64759                  |
| Freeman Health System Neosho Physician Group - Pediatrics     | 336 S Jefferson St, Neosho MO 64850             |
| Freeman Health System Neosho Physicians Group                 | 336 S Jefferson St, Neosho MO 64850             |
| Freeman Health System Southwest Family Medicine               | 702 E 34th St, Ste 201. Joplin, MO 64804        |
| Freeman Health System Southwest Internal Medicine             | 3202 McIntosh Cir, Ste 103. Joplin, MO 64804    |
| Freeman Health System Southwest Internal Medicine             | 3202 McIntosh Cir, Ste 201. Joplin, MO 64804    |
| Freeman Health System Women's Healthcare Associates           | 1532 W 32nd St, Ste 401 Joplin, MO 64804        |
| Freeman Health Systems - Southwest Internal Medicine          | 3333 Mcintosh Cir Joplin, MO 64804              |
| Freeman Health Systems Hospital                               | 1102 W 32nd St Joplin, MO 64804                 |
| Freeman Lung Institute  | 1002 Mcintosh Cir Joplin, MO 64804              |
| Ozark Center - Freeman Hospital West Outpatient Clinic        | 1905 W 32nd St Joplin, MO 64804                 |

| KANSAS  |   |
|---|---|
| Location Name   | Address                                 |
| Freeman Specialty Clinic of Pittsburg                     | 1606 N Broadway St Pittsburg, KS 66762  |
| Freeman Health System Internal Medicine & Family Practice | 608 Willard St, Frontenac, KS 66763     |
| Freeman Health System Heartland Internal Medicine         | 1018 Ohio St, Pittsburg, KS 66762       |
| Freeman Health System Clinic of Baxter Springs            | 322 E 11th St, Baxter Springs, KS 66713 |