



PLAIN LANGUAGE SUMMARY OF CARLE HEALTH FINANCIAL ASSISTANCE POLICY

Carle Health offers financial assistance to many people who have health care needs and are not able to pay for care. Carle Health does not want a person's ability to pay their bill to stop them from getting care. This is a summary of the Carle Health Financial Assistance Policy ("FAP").

Availability of Financial Assistance

You may be able to get financial assistance if you are not able to pay your health care bill. Carle Health gives financial assistance for required medical services. Optional services, such as cosmetics, will not receive financial assistance.

Eligibility Requirements

Total income of the people living in the home is used to determine if you will get assistance. If this income is below 200% of the Federal Poverty Level (FPL), you will not have to pay your hospital bill. Incomes between 200 and 600% of the FPL guidelines will not pay more than the amounts generally billed to individuals who have insurance and may be eligible for additional discounts. If you have a lot of assets, you may not get financial assistance. Please refer to the full Carle Health financial assistance policy (FAP) for a complete explanation and details.

Where to Find Information

There are many ways to find information about the FAP application process or get copies of the FAP or FAP application form. To apply for financial assistance, you may:

- Download the information online at www.carle.org/FinancialAssistance
- Request a printout of the information by writing to: Central Billing Office, ATTN: FA Team, P.O. Box 35758, Des Moines, IA 50315-4205, or by visiting the cashier's office of your local Carle Health Hospital.
- Request the information by calling the Central Billing Office at (844) 849-1260.

Availability of Translations

The Financial Assistance policy, application form, and the plain language summary is offered in the following languages: English, Spanish and French. It can also be offered in a large print version. Carle Health may elect to use translation aids, translation guides or use a qualified bilingual interpreter by request. For information about translation of the Carle Health financial assistance forms, please go to the hospital cashier's office or call a representative at (844) 849-1260.

How to Apply

You will need to fill out a financial assistance form. The completed form and requested documents will need to be sent to Carle Health for review. If you need help with the form, you may contact the Central Billing Office at (844) 849-1260. When completed, the application and requested documents should be mailed to: Central Billing Office, ATTN: FA Team, P.O. Box 35758, Des Moines, IA 50315-4205.