

## Addendum D

# Financial Assistance Policy - Plain Language Summary

### Overview

Citizens Health is committed to offering financial assistance to patients who have health care needs and may be unable to pay for all or part of their care. Patients seeking financial assistance must apply for the program, which is summarized below.

### Eligible Services

Emergent, urgent, and medically necessary services provided by Citizens Medical Center, Family Center for Health Care, and NWKS Surgical Associates are covered under this policy.

### Eligibility Requirements

Financial assistance is generally determined by a sliding scale of total household income based on the Federal Poverty Level (FPL). If your household income is at or below 137% of the FPL you may be eligible for a discount of 100%. Patients with a household income of 138%-300% of the FPL may qualify for a discount from a scale of 60% to 80%. Financial assistance may also be available for individuals determined to be medically indigent. No person eligible for financial assistance under the financial assistance policy will be charged more for medically necessary services than amounts generally billed to individuals who have insurance coverage. Financial assistance can be applied to any self-pay or self-pay after insurance balance. Please refer to the full policy for complete explanation and details.

### How to apply

- The Financial Assistance Policy may be obtained at no charge by any of the means listed below. In addition, the Financial Assistance Policy may be obtained at no charge by any of the means listed below. In addition, Financial Assistance applications may be obtained, completed, and submitted as follows: Obtain an application at CMC Admissions, FCHC Front Office or Financial Counselors.
- Request an application be mailed or emailed to you by calling (785) 460-5640 email: [chw@cmciks.com](mailto:chw@cmciks.com) or [billing@cmciks.com](mailto:billing@cmciks.com).
- Download the application through the Citizens Health website: <https://www.cmciks.com/citizens-medical-center/patient-financial-services/>
- Obtain information about the FAP from the Thomas Co. Health Dept in Colby at (785) 460-4596

Individuals who need assistance in completing this application may contact Financial Counselors at 785-460-5640 or in person at 310 E College Dr. Colby, KS 67701 where a representative will be available to answer any questions regarding the application process, the financial assistance policy or this summary.