

# Financial Assistance Policy

## Plain Language Summary



Riverview Health Financial Assistance Policy (FAP) exists to provide eligible patients partially or fully discounted emergent or medically necessary care. Patients who seek financial assistance must apply for the program, which is summarized below.

### Financial Assistance Eligibility

Residents of Hamilton County and surrounding primary service areas are eligible to apply. Emergent or medically necessary healthcare services provided by Riverview Health—in both hospital and physician practices—may be covered under FAP. Other services—for example, pathology, ER physicians and radiology—may not be eligible for FAP. It is the patient's responsibility to contact each service provider to inquire about participation with the FAP at Riverview Health.

### Financial Assistance Requests and Application Process

- » First, obtain a free financial assistance application and copy of the FAP by contacting us in a method described below. You may also seek help with completing an application by contacting us.
  - » **In person:**
    - » Patient Accounts department—located on the second floor of Riverview Health hospital in Noblesville (use entrance 2)
    - » Admitting area or Emergency department—Riverview Health hospital locations in Noblesville (use entrance 1) or Westfield (use main entrance)
  - » **By phone** at 317.776.7141
  - » **Online** at [riverview.org/financial-assistance](http://riverview.org/financial-assistance)
- » Submit (via U.S. mail or in person) the completed application and supporting documents, as outlined in the application instructions, to:
  - Riverview Health Patient Accounts
  - 395 Westfield Road
  - Noblesville, IN 46060
- » Application period: A completed application packet (application and all required documents) will be accepted for 240 days from the date of the first post-discharge statement of eligible services.
- » Incomplete applications cannot be processed. Accounts will be pended, and applicants will be notified in writing and given 30 days from the date of the notification to submit the required documentation.

### Determination of Financial Assistance Eligibility

Riverview Health uses the federal government's Federal Poverty Guidelines (FPG) as a base for its FAP eligibility determination. If a patient is eligible, he or she will have their care fully or partially covered (according to the below scale) and will not be billed more than Amounts Generally Billed to insured persons as defined by IRS Section 501(r).

- » Household Income at 0 to 200% of FPG—100% discount
- » Household Income at 201 to 250% of FPG—75% discount
- » Household Income at 251 to 300% of FPG—55% discount
- » Household Income at 301 to 350% of FPG—46% discount

**Questions? Please call us at 317.776.7141, Monday-Friday 8 a.m.-4 p.m.**