



Functional Area: Springfield and Joplin National Health Service Clinics
Number -Title: H_1043_Mercy Financial Assistance Program_National Health Service Clinics_2.1.2018
Effective Date: 1.12.2014
Revised Date: 2/1/18, 7/1/17, 1/9/17, 3/11/16, 12/29/15, 1/1/15
Approved by: Robin Sumner, Executive Director Patient Services

POLICY:

To identify and provide financial assistance to patients who do not have the means to pay for the services rendered to them or their family members.

PROCEDURE:

Mercy Clinic will assess the needs of patients that have indicated a possible financial hardship. Charity Care eligibility is based upon family / household size and annual income. A sliding fee schedule is used to calculate the basic discount and is updated each year using Federal Poverty Guidelines.

Charity Care may be extended to those patients who qualify for the following reasons:

- The patient is unable to pay for the services provided and cannot commit to an acceptable payment plan or bank loan due to financial hardship.
- The patient is currently not eligible for assistance programs on the state level or is pending approval by same agencies.

If a patient requests or indicates a need for financial assistance for one of the reasons cited above, the patient shall provide proof of hardship by providing the following:

- Completed Financial Statement Application.
- Driver's license, state identification card or other valid identification.
- Current year and complete federal and state tax return (if not available, must provide a 4506-T).
- Copy of unemployment letter/report showing weekly and maximum benefits.
- Three most recent pay stubs for mother, father and dependent children under age 18 living in household.
- Proof of eligibility with State Agencies (SSI, SSD, VA, Worker's Compensation, etc).
- Copy of Insurance Card(s) and/or Medicaid application made or rejection letter.

The Financial Statement application and above attachments will be returned to the Mercy Revenue Management Customer Assistance Department.

Patients excluded from this policy would be:

- Those patients receiving elective procedures.
- Patients that are possibly eligible for but have not yet applied for medical insurance or assistance programs sponsored by federal, state or local government.
- Financial assistance will only apply to the patient’s liability portion of the charge after all other third party payments are applied.
- Financial assistance will not be granted if account(s) are related to a personal injury claim, lawsuit, workers compensation or probate of estate as examples.

Once the patient has been identified as being eligible for Charity Care, a note will be placed in the patient’s billing account. The application is kept on file at the Business Office. Charity Care discounts are applied to all patient responsibility amounts as assessed by their insurance payor, including any copay amounts and may be applied to any additional balances incurred for 60 days after Charity Care posting date.

Professional services are covered by the H 1042 Professional Services Financial Assistance Program 2.1.2018 policy, except those departments specifically listed on the hospital include list, which are covered by the H 1041 Hospital and Health Services Financial Assistance Program 2.1.2018 policy.

EXHIBITS

Exhibit A: List of active NHSC sites

| Site Name | Address | Active Affiliation |
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| Mercy Health System-Joplin Women’s Health Office | 100 Mercy Way Joplin, MO 64804 | NHSC |
| Mercy Health System-Mercy Clinic Mountain View | 104 E. US Hwy 60 Mountain View, MO 65548 | NHSC |
| Mercy Health System- Mercy Clinic Marshfield | 1040 W. Washington Marshfield, MO 65706 | NHSC |
| Mercy Health System-Mercy Clinic Branson | 1065 State Hwy 248 Branson, MO 65616 | NHSC |

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| Mercy Health System-Mercy Clinic St. James | 107 W. Eldon St. James, MO 65559 | NHSC |
| Mercy Health System- Mercy Clinic Buffalo | 118 West Dallas Buffalo, MO 65622 | NHSC |
| Mercy Health System-Mercy Clinic Mountain Grove | 120 West 16 th Street Mountain Grove, MO 65711 | NHSC |
| Mercy Health System-Mercy Clinic Willow Springs | 1202 E. Mainness Hwy 60-63 Willow Springs, MO 65793 | NHSC |
| Mercy Health System-Mercy Clinic Lockwood | 1307 Main Lockwood, MO 65682 | NHSC |
| Mercy Health System-Mercy Clinic Behavioral Health Lark Street | 1312 East Lark Street Springfield, MO 65804 | NHSC |
| Mercy Health System-Mercy Clinic Ava | 1312 N. Highway 5 Ava, MO 65608 | NHSC |
| Mercy Health System-Mercy Family Medicine Clinic Mt. Vernon | 1319 S. Landrum St. Mt. Vernon, MO 65712 | NHSC |
| Mercy Health System-Mercy Clinic Houston | 1422 Sam Houston Blvd Houston, MO 65483 | NHSC |
| Mercy Health System- Mercy Clinic Family Medicine Summersville | 149 Rogers Avenue Summersville, MO 65571 | NHSC |
| Mercy Health System- Mercy Women's Health Carthage | 1515 Hazel Street Suite 101 Carthage, MO 64836 | NHSC |
| Mercy Health System-Mercy Clinic Rolla Family Medicine | 1605 Martin Springs Drive Suite 210 & 260 Rolla, MO 65401 | NHSC |
| Mercy Health System-Mercy Clinic Rolla OBGYN | 1605 Martin Springs Drive Suite 310 Rolla, MO 65401 | NHSC |
| Mercy Health System-Mercy Clinic Rolla Maternal Fetal Medicine Clinic | 1605 Martin Springs Drive Suite 320 Rolla, MO 65401 | NHSC |
| Mercy Health System-Mercy Clinic Rolla Pediatrics | 1605 Martin Springs Drive Suite 250 Rolla, MO 65401 | NHSC |
| Mercy Health System-Mercy Clinic Family Medicine East Kearney | 1640 E. Kearney St. Springfield, MO 65803 | NHSC |
| Mercy Health System-Mercy Clinic Branson West | 18598 Hwy 13 North Branson West, MO 65737 | NHSC |
| Mercy Health System-Mercy Pediatrics Buena Vista | 1911 South Buena Vista Carthage, MO 64386 | NHSC |
| Mercy Health System-Mercy Clinic Rogersville | 199 Johnstown Drive Rogersville, MO 65742 | NHSC |
| Mercy Health System-Mercy Clinic West Kearney Family Medicine | 2212 W. Kearney St. Springfield, MO 65804 | NHSC |
| Mercy Health System-Shell Knob Clinic | 22361 Oak Ridge Dr. Shell Knob, MO 65747 | NHSC |

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| Mercy Health System-Mercy Clinic Family Medicine Neosho | 2550 Lusk Drive Neosho, MO 64850 | NHSC |
| Mercy Health System-Mercy Clinic Hollister | 290 Clift Court Hollister, MO 65672 | NHSC |
| Mercy Health System-Mercy Clinic El Dorado Springs | 309 E. Hospital Road El Dorado Springs, MO 64744 | NHSC |
| Mercy Health System-Mercy Clinic Family Medicine Joplin | 3126 Jackson Ave Suite 200 Joplin, MO 64804 | NHSC |
| Mercy Health System-Mercy Clinic Monett | 315 East Cleveland Monett, MO 65708 | NHSC |
| Mercy Health System-Smith Glynn Callaway Family Medicine Clinic | 3231 S. National Ave. Suite 220 Springfield, MO 65807 | NHSC |
| Mercy Health System-Mercy Clinic Republic | 332 South Main Republic, MO 65738 | NHSC |
| Mercy Health System-Mercy Clinic Strafford | 363 East Route 66 Strafford, MO 65757 | NHSC |
| Mercy Health System-Mercy Clinic Birch Tree | 3802 O'Banion St. Birch Tree, MO 65438 | NHSC |
| Mercy Health System-Mercy Clinic Salem | 404 Rolla Road Salem, MO 65401 | NHSC |
| Mercy Health System-Mercy Clinic Seymour | 418 West Steel Seymour, MO 65746 | NHSC |
| Mercy Health System-Mercy Clinic Steelville | 518 Pine Steelville, MO 65565 | NHSC |
| Mercy Health System-Mercy Clinic Willard | 520 East Jackson Willard, MO 65781 | NHSC |
| Mercy Health System-Mercy Clinic Aurora | 550 S. Hudson Avenue Aurora, MO 65605 | NHSC |
| Mercy Health System-Mercy Clinic Psychiatry Joplin | 5615 West 32 nd Street Joplin, MO 64804 | NHSC |
| Mercy Health System-Mercy Clinic St. Robert | 608 City Route 66 St. Robert, MO 65584 | NHSC |
| Mercy Health System-Mercy Clinic Webb City | 6151 N. Main Street Road Webb City, MO 64870 | NHSC |
| Mercy Health System-Mercy Clinic Richland Internal Medicine & Pediatrics | 904 South Pine Street Richland, MO 65556 | NHSC |
| Mercy Health System-Mercy Clinic Family Medicine Cassville | 92 Main Street Cassville, MO 65625 | NHSC |
| Mercy Health System-Agape Family Medicine | 331 Hospital Drive Ste C Lebanon, MO 65536 | NHSC |
| Mercy Clinic Family Medicine-Berryville | 207 Carter St Berryville, AR 72616 | NHSC |
| Mercy Health System – Family Medicine Marionville (Part-Time) | 1 N. College Ave Marionville, MO 65705 | NHSC |

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| Mercy Health System - Mercy 50 th Street Clinic | 202 East 50 th Street Joplin, MO 64804 | NHSC |
| Mercy Health System-Mercy Clinic Columbus Family Medicine | 101 West Sycamore St Columbus, KS 66725 | NHSC |
| Mercy Health System – Mercy Clinic Family Medicine Joplin | 3126 Jackson Ave Suite 200 Joplin, MO 64804 | NHSC |
| Mercy Health System – Mercy Clinic Family Medicine Lebanon | 120 Hospital Drive Suite 100 Lebanon, MO 65536 | NHSC |
| Mercy Health System – Mercy Clinic Family Medicine Oswego | 805 Barker Dr Oswego, KS 67356 | NHSC |
| Mercy Health System – Mercy Clinic Lebanon Internal Medicine and Pediatrics | 120 Hospital Drive Suite 300 Lebanon, MO 65536 | NHSC |
| Mercy Health System – Mercy Clinic Pediatrics Whiteside | 2115 S Fremont Ave Ste 2900 Springfield, MO 65804 | NHSC |
| Mercy Health System – Mercy Clinic Psychiatry | 1965 S Fremont Ave #330 Springfield, MO 65804 | NHSC |
| Mercy Health System – Mercy Clinic Psychology Springfield | Medical Gardens Building 2030 S. National Suite 105 Springfield, MO 65804 | NHSC |
| Mercy Health System – Smith Glynn Calloway Pediatrics Clinic | 3231 S. National Suite 100 (B) Springfield, MO 65807 | NHSC |