



Facility Name:	Mercy Revenue Cycle	
Policy / Procedure:	MW MRC PSERV NHSC Financial Assistance Program Policy	
Original Effective Date:	1/12/2014	
Version Effective Date:	6/29/2021	
Approved:	Garrett Kates (Exec Dir-Pat Receivables Mgmt)	Date: 03/14/2025

POLICY:

To identify and provide assistance to patients that are financially or medically indigent and demonstrate an inability to pay for medically necessary care provided to them who qualify under the eligibility guidelines and evaluation processes defined in this policy. Mercy Clinic does not discriminate in the provision of services to an individual due to their inability to pay or based upon the individual's race, color, sex, national origin, disability, religion, age, sexual orientation or gender identity.

POLICY DEFINITIONS:

Household Income – Includes but not limited to earnings, unemployment compensation, workers' compensation, Social Security, Supplemental Security Income, public assistance, veterans' payments, survivor benefits, pension or retirement income, interest, dividends, rents, royalties, income from estates, trusts, alimony, and other miscellaneous sources. The household income does not include child support, student loans, and student grants or non-cash benefits (such as food stamps and housing subsidies).

Household Size – Number of persons living at same residence

PROCEDURE:

Mercy Clinic will assess the needs of patients that have indicated a possible financial hardship. The evaluation of financial hardship is conducted irrespective of the patient's insurance status. All patients assessed under this policy will be treated consistently, encompassing both uninsured and underinsured individuals. Charity Care eligibility is based upon household size and household income.

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



The Financial Statement application and above attachments will be returned to the Mercy Revenue Management Customer Assistance Department. Financial assistance will only apply to the patient's liability portion of the charge after all other third-party payments are applied.

Mercy will provide information regarding the Financial Assistance Program in the community via patient statements, signage, and brochures in patient access areas and/or in the area of treatment. The paper Financial Assistance Application and Policy are available in both English and other languages prevalent in the area and can be requested from a provider's office, facility registration, Customer Service, or obtained on www.mercy.net/fa.

- Completed applications for financial assistance can be returned to:

Mercy Health

Attention Financial Assistance

2115 S Fremont Avenue, Suite 5300

Springfield, MO 65804

Fax: 417-829-4604

Questions about the financial assistance policy may be directed to Mercy Health customer service 855-420-7900.

Patients excluded from this policy would be:

- Those patients receiving elective procedures

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 within the patient's EPIC account. 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 billed for 60 days after charity care posted. Upon the completion of a 60-day period, the patient must submit an updated NHSC application to maintain coverage under this policy.

Patients covered under this policy will receive complimentary care up to 200% of the federal poverty level. No patient at or below 200% of the federal poverty level will be charged a nominal fee. The Mercy policy extends eligibility beyond the 200% threshold required for NHSC status, allowing for discounted charges for patients approved within the 201-300% range of the federal poverty level. Patients approved within this range (referred to as Level 2 in our chart) will not be denied services if they are unable to pay at the time of service.

Professional services are covered by the [MRC PSERV Financial Assistance Program Policy Professional Services](#) policy, except those departments specifically listed on the hospital



include list, which are covered by the [MRC PSERV Financial Assistance Program Policy Hospital and Health Services](#).

Exhibit A:

- [Missouri](#)
- [Arkansas](#)
- [Kansas](#)
- [Oklahoma](#)

Exhibit B:

- [Sliding Fee Scale](#)

EXHIBITS

Exhibit A: List of applicable NHSC sites

MISSOURI		
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
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 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 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
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	NHSC



	Springfield, MO 65807	
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 Psychiatry	1965 S Fremont Ave #330 Springfield MO 65804	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 Health System – Family Medicine Marionville (Part-Time)	1 N. College Ave Marionville, MO 65705	NHSC
Mercy Health System - Mercy 50 th Street Clinic	202 East 50 th Street Joplin, MO 64804	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 Clinic Rolla Convenient Care	1605 Martin Springs Dr Rolla, MO 65401-2982	NHSC
Whiteside Internal Medicine Clinic	2115 S Fremont Ave Springfield, MO 65804-2239	NHSC
Mercy Clinic East Sunshine	2730 E Sunshine St Springfield, MO 65804-2047	NHSC
Mercy Primary Care Southwest	2754 W Republic Rd Springfield, MO 65807-3901	NHSC
Mercy Clinic Cuba	114 Downey PL Cuba MO 65453-164	NHSC
Mercy Clinic Pediatrics Joplin (Part-Time)	3126 S Jackson Ave Joplin, MO 64804-2534	NHSC
Mercy Family Medicine SGC 240	3231 S National Ave Springfield, MO 65807-7304	NHSC
Smith Glynn Calloway Family Medicine Clinic - Suite 280	3231 S National Ave Springfield, MO 65807-7304	NHSC
Smith Glynn Calloway Family Medicine Clinic – Suite 240	3231 S National Ave Springfield MO 65807	NHSC
Smith Glynn Calloway Family Medicine Clinic (Suite 140)	3231 S National Ave Springfield, MO 65807-7304	NHSC
Mercy Clinic Rolla Internal Medicine	1605 Martin Springs Dr Rolla, MO 65401-2982	NHSC
Mercy Clinic Family Medicine Ozark	505 N 25th St Ozark, MO 65721-9069	NHSC
Mercy Clinic Family Medicine De Soto	5194 Jeremiah Blvd Hillsboro, MO 63050-5815	NHSC
Mercy Internal Medicine Fremont	1965 S Fremont Ave Springfield, MO 65804-2201	NHSC
Mercy Clinic Internal Medicine & Pallative Care	100 Mercy Way Joplin, MO 64804-4524	NHSC
Mercy Health System – Mercy Clinic Psychiatry	1965 S Fremont Ave #330 Springfield, MO 65804	NHSC
Mercy Clinic Nixa Family Medicine	940 W Mount Vernon St Ste 210 Nixa, MO 65714-9613	NHSC
Mercy Nixa Internal Medicine Clinic	941 W Mount Vernon St Ste 210 Nixa, MO 65714-9613	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
Mercy McAuley Clinic	851 E Fifth st Suite 200, Washington, MO 63090	NHSC
Bernie Clinic	810 N Walnut Bernie, MO 63822	NHSC
Bloomfield Clinic	1003 State Highway 25 Bloomfield, MO 63825	NHSC
Campus Health SBHC	725 N Pacific Crips Hall, Room 101 Cape Girardeau, MO 63701	NHSC
Family Medicine of Dexter	1200 N One Mile Road Dexter, MO 63841	NHSC
Family Medicine of Poplar Bluff	2002 Kanell Blvd Poplar Bluff, MO 63901	NHSC
Jackson Convenient Care	2432 E Main St Jackson, MO 63755	NHSC
Malden Clinic	500 N Douglas Malden, MO 63863	NHSC
New Madrid Clinic	800 US HWY 61 New Madrid, MO 63869	NHSC
Pediatrics Cape Girardeau	25 Doctors Park Cape Girardeau, MO 63701	NHSC
Primary Care Perryville	624 Old Saint Mary's Rd Perryville, MO 63775	NHSC
Sikeston Clinic	522 Virginia Sikeston, MO 63801	NHSC



Southeast Primary Care Jackson	2600 East Main St Jackson, MO 63755	NHSC
Southeast Primacy Care Mt Auburn	817 South Mount Auburn Rd Cape Giaradeau, MO 63703	NHSC
The Clinic at Walmart	2025 W Business Highway 60 Dexter, MO 63841	NHSC
Women First	650 South Mt. Auburn Cape Giradeau, MO 63703	NHSC
ARKANSAS		
Mercy Clinic Family Medicine-Berryville	207 Carter St Berryville, AR 72616	NHSC
Mercy Health System - Mercy Clinic Waldron RHC	1341 W. 6 th St. Physician Building Waldron, AR 72958	NHSC
Mercy Health System - Mercy Clinic Mansfield RHC	100 N. Walnut Suite AMansfield, AR 72944	NHSC
Mercy Health System - Mercy Clinic Booneville RHC	128 Daniel Avenue Booneville, AR 72927	NHSC
Mercy Health System - Mercy Clinic Van Buren	2800 Fayetteville Rd. Van Buren, AR 72956	NHSC
Mercy Health System - Mercy Clinic Cedarville SBC	708 Pirates Way Cedarville, AR 72932	NHSC
KANSAS		
Mercy Health System-Mercy Clinic Columbus Family Medicine	101 West Sycamore St Columbus, KS 66725	NHSC
Mercy Health System – Mercy Clinic Family Medicine Oswego	805 Barker Dr Oswego, KS 67356	NHSC
Mercy Clinic Family Medicine Oswego	805 Barker Dr Oswego, KS 67356-9034	NHSC
ViaChristi Mercy Clinic Pittsburg	1300 E Centennial Dr Pittsburg, KS 66762-6650	NHSC
OKLAHOMA		



Mercy Clinic Primary Care – Ada	301 North Monte Vista St. Ada, OK 74820	NHSC
Healdton Mercy Hospital (CAH)	3462 Hospital Rd. Healdton, OK 73438	NHSC
Mercy Clinic Crescent	400 S Grand Crescent, OK 73028	NHSC
Mercy Clinic OB/GYN – Ada Arlington	2020 Arlington St. Suite 2 Ada, OK 74820	NHSC
Mercy Clinic Internal Medicine – Ada	520 N Monte Vista St, Suite A Ada, OK 74820	NHSC
Mercy Clinic Watonga	203 N Weigle Ave Watonga, OK 73772	NHSC
Mercy Clinic Guthrie – Academy	205 S. Academy Rd. Guthrie, OK 73044	NHSC
Mercy Clinic Guthrie – Division	2919 S Division St. Guthrie, OK 73044	NHSC
Mercy Clinic Primary Care – Ada	520 N Monte Vista St, Suite C Ada, OK 74820	NHSC
Mercy Clinic Primary Care – Healdton	3472 Hospital Rd. Healdton, OK 73438	NHSC
Mercy Clinic Primary Care – Ada	530 N. Monte Vista Street Ada, OK 74820	NHSC

Exhibit B: Sliding Fee Scale

Mercy Financial Assistance Guidelines													
Based on 2025 Federal Poverty Income Guidelines													
Family Size				1	2	3	4	5	6	7	8	9	10
Level	% of Poverty Level	Hospital Discount	Physician Discount	Range	Range	Range	Range	Range	Range	Range	Range	Range	Range
I	0 - 200%	100%	100%	\$0.00 - \$31,300	\$0.00 - \$42,300	\$0.00 - \$53,300	\$0.00 - \$64,300	\$0.00 - \$75,300	\$0.00 - \$86,300	\$0.00 - \$97,300	\$0.00 - \$108,300	\$0.00 - \$119,300	\$0.00 - \$130,300
II	201% - 300%	80%	70%	\$31,301 - \$46,950	\$42,301 - \$63,450	\$53,301 - \$79,950	\$64,301 - \$96,450	\$75,301 - \$112,950	\$86,301 - \$129,450	\$97,301 - \$145,950	\$108,301 - \$162,450	\$119,301 - \$178,950	\$130,301 - \$195,450

For family units with more than 10 persons, add \$5,500 to household income range for each additional person. *Effective 02.06.2025