



SUBJECT:	Financial Assistance Policy-Plain Language Summary	Page 1 of 2
SECTION:	Financial Counseling	EFFECTIVE: 10/01/16
DEPARTMENT:	Financial Counseling	REVIEWED: 12/20/16
APPROVED BY:	Elyssa Montoya	REVISED: 12/20/16

Overview

DeKalb Health is committed to offering financial assistance to people who have health care needs and are not able to pay for care. DeKalb Health strives to make sure that the financial capacity of people who need health care services does not prevent them from seeking or receiving care. This is a summary of DeKalb Health's Financial Assistance Policy (FAP).

Availability of Financial Assistance

You may qualify for financial assistance if you do not have insurance, are underinsured, or if it would be a financial hardship to pay in full the expected out of pocket expenses for services at DeKalb Health.

Eligibility Requirements

If you and/or the responsible party's income is at or below 250% of the Federal Poverty Guidelines, you may be eligible for financial assistance. No person eligible for financial assistance under the FAP will be charged more for emergency or other medically necessary care than amounts generally billed to individuals who have insurance covering such care. If you have sufficient insurance coverage or assets available to pay for your care, you may not be eligible for financial assistance. Patients must apply for Financial Assistance within 240 days of the first statement date related to that specific date of service.

Where to Find Information

The Financial Assistance Policy and the Financial Assistance Application are available online at www.dekalbhealth.com or printed copies can be obtained by:

- Calling Customer Service at 260-333-7699
- Request in writing by mail:

DeKalb Health
Attn: Central Business Office
P.O. Box 542
Auburn, IN 46706



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Availability of Translations:

The Financial Assistance policy, application form, and the Plain Language Summary can be offered in English, Spanish, and Large Print.

How to Apply

The application process involves completing the Financial Assistance Application. Additional verifications may be requested in order to process the Financial Assistance Application. You may also apply in person at the following addresses:

- Presenting to the Central Business Office at:

1700 East 7th Street
Auburn, IN 46706

Central Business Office hours are Monday through Friday 8:00am-4:30pm

- Presenting to the Financial Counselor located in the hospital (Use Door Entrance #5 and proceed to 2nd floor Patient Access Area)

Financial Counselor hours are Monday through Friday 8:00am-4:00pm

****Hours are subject to change****

Financial Assistance Applications are to be submitted to the following office:

DeKalb Health
Attn: Financial Counselor
1316 East 7th Street
Auburn, IN 46706