

FINANCIAL ASSISTANCE POLICY PLAIN LANGUAGE SUMMARY

Obtaining Assistance with your Bill

In keeping with our mission, Barton Memorial Hospital cares for people and their health needs regardless of the ability to pay. To meet the community's needs, Barton Memorial Hospital offers financial assistance to eligible patients/guarantors (person that is financially responsible) who do not have the financial ability to pay for their medical bills. We provide financial assistance to eligible patients based on their ability to pay for Emergency Medical Care or non-emergency, Medically Necessary Care delivered by Barton Health within Barton Health-operated hospital facilities including all buildings listed on the license for each hospital. **medically unnecessary services, such as those purely cosmetic in nature are excluded from the hospital's Financial Assistance Programs.* Financial assistance is not available for providers who are not covered under our Financial Assistance Policy. A full list of providers who participate and those who do not, can be found on our webpage at <https://www.bartonhealth.org/tahoe/financial-aid.aspx>. The Financial Assistance Policy (FAP), Billing and Collection Policy, Plain Language Summary and the Financial Application are available in English and Spanish.

How Do I Qualify for Financial Assistance?

You can ask for help with your bill at any time during your hospital stay or billing process. Financial Assistance is based on information that considers your yearly income and family size. Based on current Federal Poverty guidelines, you may qualify for free or discounted care by reviewing income, assets, and other resources. Federal Guidelines can be found at: <https://aspe.hhs.gov/poverty-guidelines>. A FAP eligible Patient/Guarantor may not be charged more than the Amounts Generally Billed (AGB) for emergency or other medically necessary care.

How Can I Apply for Financial Assistance?

To obtain a free copy of the FAP, Billing and Collection Policy, Financial Assistance Application, and Plain Language Summary, go to <https://www.bartonhealth.org/tahoe/financial-aid.aspx>. You can apply for help with your bill in person or by mail. You can obtain these documents at Barton Memorial Hospital Business Office located at 2170 South Ave, South Lake Tahoe, CA 96150 or call 530-539-6086 for additional information.

Paperwork

You are responsible for providing timely information about your health benefits, income, assets, and any other paperwork that will help you qualify. Paperwork might include bank statements, income tax forms, check stubs, and/or other documents.

Collection Activities

Extraordinary Collection Actions (ECAs)

Barton will not engage in ECAs while determining financial assistance eligibility.

ECAs include the following:

- (a) Selling an individual's debt to another party except as expressly provided by federal law.
- (b) Reporting adverse information about the individual to consumer credit bureaus.
- (c) Deferring or denying, or requiring a payment before providing, Medically Necessary Care because of an individual's nonpayment of one or more bills for previously provided care covered under the hospital facility's Financial Assistance Policy.

(d) Certain actions that require a legal or judicial process as specified by federal law, including some liens, foreclosures on real estate, attachments / seizures, commencing a civil action, causing an individual to be subject to a writ of attachment and garnishing an individual's wages.

Contact us if you have any questions or concerns about billing or the collection process.