Politiki yo kwemererwa imfashanyo y’amafaranga

Iyi politiki ikurikizwa ku mavuriro ya Spectrum Health akurikira:
Big Rapids, Continuing Care, Corporate, Gerber, Ludington, Outpatient/Physician Practices, Pennock, Priority Health, Reed City, SH GR Hospitals, SHMG, Spectrum Health Lakeland, United/Kelsey, Zeeland

Ishyirwa mu bikorwa rigarukira kuri: Ntibikurikizwa

Nomero y’ishakiro: 2983

Nomero ya verisiyo: 9

Itariki y’ishyirwa mu bikorwa: 01/08/2020

Icyiciro cy’ibikorwa: Imari, uruhererekane rw’ibikorwa kuri konti y’umurwayi

Icyiciro cy’ishami: Imari, kubona serivisi k’umurwayi

Imenyesha ryo kutavangura: Gutanga serivisi z’ubuzima nziza ku bantu bose ni politiki ya Spectrum Health n’amashami yayo yose. Ibyemezo byo kwinjiza abarwayi mu bitaro no kubavura bizashingira gusa ku buvuzi umurwayi akeneye no ku bushobozi bw’ivuriro bwo kumwitaho no kumuvura uko bikenewe. Umurwayi ntazimwa ibitaro cyangwa ubuvuzi hashingiwe ku bwoko, ibara ry’uruhu, igitsina, igihugu ukomokamo, idini, ubumuga, imyaka, agakoko gatera sida, kuba waravuye cyangwa ukiri ku rugerero, inkomoko y’ubwishyu bwa serivisi cyangwa ikindi kibuzwa n’amategeko y’igihugu, aya leta n’ay’akarere. Abarwayi bazavurwa mu buryo bujyanye n’ibitsina bibonamo. Amavuriro yemewe na NHSC agomba kwemera kutavangura igihe baha umuntu serivisi hashingiwe ku mpamvu: y’uko atabasha kwishyura; y’uko ubwishingizi bumwishyurira izo serivisi ari ubwa Medicare, Medicaid cyangwa CHIP; y’ubwoko, ibara ry’uruhu, igitsina, igihugu akomokamo, ubumuga, idini, imyaka, igitsina umuntu ahengamiyeho cyangwa igitsina yitirirwa.
Ku bindi bisobanuro, reba politiki y’uburenganzira n’inshingano by’umurwayi.

Reba imenyesha rirambuye ryerekeye ukutavangura hamwe n’iboneka ry’ubufasha burebana n’ururimi ku mugereka B.

1. **Impamvu**
   Gusobanura muri make inzira binyuramo kugira ngo hafatwe icyemezo cyumvikana cy’uwemerewe guhabwa imfashanyo y’amafaranga muri Spectrum Health. Kumenyekanisha abarwayi n’abaturage iby’imfashanyo y’amafaranga no gukora ku buryo amabwiriza ahamye yubahirizwa mu gihe cyo gusaba ubufasha, hatitawe ku hantu ivuriro rya Spectrum Health serivisi y’umurwayi itangiwemo rihererereye.

2. **Inshingano**
   Iyi politiki yo kwemererwa ubufasha bw’amafaranga muri Spectrum Health izashingwa abakozi ba Spectrum Health batoranyijwe mu buryo bukwiye nk’uko bisobanuye muri rwego rwo gushyigikira uburyo bukurikizwa mu kugena abemerewe imfashanyo y’amafaranga.

3. **Ibikubiye muri politiki**
   Spectrum Health izakuraho inshingano z’umurwayi zirebana n’amafaranga ku buvuzi bwihutirwa cyangwa bwa ngombwa igihe umurwayi/umwishingizi yujuje ibisabwa bivugwa mu mabwiriza

Gucapwa kw’iyi nyandiko bishobora kuba bitakijyanye n’igihe, bikaba bigomba gufatwa nk’ibitagenzuwe.

agenga ingorane mu kubona ubwishyu, biri mu gice cya 6.6 gikurikira, agakorana na Spectrum Health mu gushyiraho uburyo bukurikizwa mu kugena abemerewe imfashanyo y'amafaranga. Hagomba kubanza gufatwa icyemezo cy'ukuri ku birebana n'ubukene bw'amafaranga mbere yo gusonerwa mu buryo ubwo ari bwo bwose.

4. Ihame

Ubuvuzi bwihutirwa cyangwa bwa ngombwa ni bwo buzashingirwaho mu kuvurwa, aho kuba inshingano yo kwishyura. Kugena imfashanyo y'amafaranga bizemezwa hakurikijwe uko akenewe mu buryo bugaragara kandi azatangwa ku bufatanye n'umurwayi/umwishingizi igihe cyose abishoboye. Abarwayi/abishingizi bose basaba imfashanyo y'amafaranga bazubahiriza uburyo busanzwe bwo kuyahabwa hatitawe k'uza imbere mu kwishyura.

Ubuvuzi bwa ngombwa busobanurwa nka serivisi za ngombwa kugira ngo indwara imenyekane cyangwa ivurwe cyangwa gukomereka byasuzumwe cyangwa bigaragara ko ubuvuzi ari ngombwa hitawe ku rwego nyamukuru rw'ubuvuzi bukwiye. Bitewe n'uko umurwayi amerewe, aheza hashobora gutangirwa serivisi z'ubuvuzi hashobora kuba mu rugo, mu biro bya muganga, mu ivuriro ry'abivuza bataha cyangwa babayo ku buvuzi bw'igihe kirekire, bwo gusubiza mu buzima busanzwe cyangwa mu bitaro. Kugira ngo serivisi yitwe ko ari ngombwa mu rwego rw'ubuvuzi, igomba:

- Kuba ikenewe kugira ngo indwara cyangwa igikomere bivurwe;
- Kuba ingenzi mu gusuzuma no kuvura indwara umurwayi arwaye;
- Igendanye n'amahame y'ubuvuzi bwiza;
- Itari iyo korohereza umurwayi cyangwa muganga we gusa; kandi
- Iri ku rwego rw'ubuvuzi bwiza umurwayi akwiye hakurikijwe uko ubuzima bwe buhagaze, ho kuba uko we cyangwa umuryango we bahagaze mu mafaranga.

Ubuvuzi bwihutirwa bufatwa nk'ubwa ngombwa mu buvuzi.

5. Politiki y'ubuvuzi bwihutirwa

Spectrum Health izatanga ubuvuzi ku barwayi bafite indwara zihutirwa nta vangura, ititaye ku bushobozi bwabo bwo kwishyura cyangwa ku kuba bemerewe imfashanyo y'amafaranga. Uburwayi bwihutirwa bushobora guterwa no kuvuka kw'indwara gutunguranye ifite ibimenyetso bikomeye, ku buryo hatabayeho ubuvuzi bwihuse bigaragara ko bishobora gushyira ubuzima bw'umurwayi mu kaga, bigatuma umubiri wose cyangwa igice cyawo bidakora neza. Spectrum Health ntizinjira mu bikorwa bica abantu intege zo gushaka ubuvuzi bwihutirwa, kandi kugira ngo bibeho, ubuvuzi bwihutirwa buzatangwa nta nkomyi ijyanye no kwishyuza cyangwa gusaba kubanza kwishyura serivisi mbere yo kuvurwa nk'uko bisobanuye birambuye muri politiki ya EMTALA (Itegeko rigenga ubuvuzi bwihutirwa n'umurimo).

6. Politiki

6.1. Gusabwa kuba utuye

Kugira ngo twubahirize inshingano zacu zo kunoza imibereho, gutanga icyizere no kurengera ubuzima, mu gutanga imfashanyo y'amafaranga Spectrum Health izagarukira ku bayisabye babarurirwa mu duce dusanzwe dutangamo serivisi. Irengayobora rishobora kubaho ku barwayi bakeneye ubuvuzi bwihutirwa cyangwa bwa ngombwa ku buzima bitaboneka mu kandi karere k'ubuzima.

6.2. Inshamake

6.2.1. Mbere yo gushaka imfashanyo y'amafaranga, umurwayi/umwishingizi na Spectrum Health bazakurikiza uburyo bwose bwo kwishyura bukorwa n'abishyurira abandi nk'uko bisobanuye mu gice cya 6.3.

6.2.2. Politiki ya Spectrum Health isaba kwishyura amafaranga yose kuri serivisi z'ubuvuzi

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zitihutirwa ntizibe na ngombwa harimo, ariko bitagarukira ku bushakashatsi, serivisi z'ubwiza zihitiwemo n'izo kubaga mu buryo bwo kugabanya ibiro *mbere* y'uko zitangwa cyangwa igihe hari amafaranga yatangajwe mbere, keretse hari ubundi buryo bwo kwishyura bwumvikanyweho.

6.2.3. Abarwayi/abishingizi bagaragaje ko batabashije kwishyura cyangwa bagaragajwe na Spectrum Health ko bashobora kutabasha kwishyura bazoherezwa ku bakozi bayo batoranyijwe kugira ngo bagenzurwe nk'uko bisabwa. Ubwo ni bwo abakozi ba Spectrum Health bashobora gutangira inzira yo gusaba imfashanyo y'amafaranga kugira ngo bemeze niba nta bushobozi buhari bwo kwishyura. Umurwayi/umwishingizi bashobora gusabwa kuzuza ifishi yo gusaba imfashanyo y'amafaranga. Raporo y'umwenda ishobora gutangwa kugira ngo amakuru yatanzwe mu busabe agenzurwe, ariko ntikoreshwa mu kugena uwemerewe imfashanyo y'amafaranga. Abarwayi/abishingizi bamwe bashobora gukurirwaho ingingo zimwe cyangwa igikorwa cyose cyo gusaba imfashanyo y'amafaranga igihe bikekwa ko bujuje ibisabwa, bakagenzurwa bikagaragara ko bubahiriza politiki n'imikorere ya Spectrum Health. Ingero zishobora kubamo abantu bafatwa nk'abatagira aho baba cyangwa bapfuye batagira umutungo.

6.2.4. Iyo birangiye inzira y'ubusabe bw'imfashanyo igaragaje ko usaba atujuje ibisabwa, umurwayi/umwishingizi agirwa inama yo gutegura kwishyura hakurikijwe politiki n'uburyo bwo kwishyuza umurwayi fagitire agomba kwishyura, aho umurwayi/umwishingizi ashobora kwemererwa kugabanyirizwa cyangwa ubundi buryo bwo kwishyura nko guhita yishyura akagabanyirizwa, cyangwa gahunda zindi zo kwishyura.

6.2.5. Niba bigaragara ko amabwiriza agenga ingorane mu kubona ubwishyu ashobora gukoreshwa, umurwayi/umwishingizi ashobora gusabwa gutanga impapuro zibishyigikira nk'uko bisobanuye mu busabe, ubusabe bugakurikiranwa byitaweho.

6.2.6. Konti y'umurwayi izandikwaho igisubizo cyemejwe. Kumenyesha umurwayi/umwishingizi icyemezo cyafashwe mu nyandiko (harimo ubufasha yemerewe, niba buhari) n'icyo icyemezo cyashingiyeho bizashyirwamo imbaraga zigaragara.

6.2.7. Impapuro zose zikenewe kandi zishyigikira ubusabe zizabikwa hakurikijwe politiki yo gucunga, kubika no kujugunya amadosiye

6.3. Kwishyurirwa n'undi muntu wo ku ruhande

Mbere yo gushaka imfashanyo y'amafaranga, umurwayi/umwishingizi na Spectrum Health bazakurikiza uburyo bwose bwo kwishyura bukorwa n'abishyurira abandi, harimo ariko butagarukira kuri Medicaid no kuba wariyandikishije mu bwishingizi bw'ubuzima bwa Marketplace.

Spectrum Health yihariye uburenganzira bwo gupererereza, kugenzura, kubaza no gusaba gushingwa:

A. Inyungu zose zivuye ku bishingira abandi bo ku ruhande;

B. Inyungu zose zivuye muri gahunda z'ubufasha za leta cyangwa igihugu umurwayi ashobora kuba yemerewe;

C. Inyungu zose zivuye mu miryango yose y'abagiraneza; cyangwa

D. Ibibazo bitarakemuka.

Imfashanyo y'amafaranga ni uburyo bwa nyuma bwo gukemura ibibazo bya konti. Ku bw'ibyo, umurwayi/umwishingizi agomba kuzuza inshingano zose ziri muri imwe muri porogaramu zavuzwe haruguru cyangwa agakoresha ubushobozi bwe bwite mbere yo kwemererwa

Gucapwa kw'iyi nyandiko bishobora kuba bitakijyanye n'igihe, bikaba bigomba gufatwa nk'ibitagenzuwe.

imfashanyo y'amafaranga. Kunanirwa gutanga amakuru asabwa cyangwa kugira uruhare muri imwe muri porogaramu zavuzwe haruguru bishobora gutuma umurwayi/umwishingizi yimwa imfashanyo y'amafaranga.

6.4. Kuboneka kw'imfashanyo y'amafaranga

Spectrum Health yashyizeho ingamba zo gutangaza imenyekanisha hose mu barwayi n'abaturage ibirebana n'uko hari imfashanyo y'amafaranga. Uburyo bwo kumenyekanisha burimo, ariko ntibugarukira ku byapa biri muri buri shami ry'ibitaro bivura indwara zihutirwa, aho biyandikishiriza n'ahandi hahurira abantu benshi, kimwe n'amakuru aboneka ku rubuga rwa Spectrum Health (nk'uko bisobanuye mu gice cya 6.5). Ikindi, Spectrum Health izatanga inshamake ya politiki yayo yo kwemererwa imfashanyo y'amafaranga mu mvugo itomoye nk'uburyo bwo gufata cyangwa gusezerera abarwayi, ndetse no gufasha abantu mu bijyanye no gusaba.

Abarwayi bazamenyeshwa politiki yo kwemererwa ubufasha nibura mu minsi 120 uhereye ku itariki fagitire ya mbere yasohokeyeho nyuma yo gusezererwa. Fagitire y'umurwayi izemererwa gusuzumwa ngo atangirwe imfashanyo y'amafaranga nibura mu minsi 240 uhereye ku itariki fagitire ya mbere yasohokeyeho nyuma yo gusezererwa ("Igihe cyo gusaba"). Niba Spectrum Health yakiriye ubusabe bw'imfashanyo y'amafaranga mu gihe cyo gusaba, bwaba bwuzuye cyangwa butuzuye, ihagarika by'agateganyo ibikorwa byo kwishyuza kugeza igihe icyemezo kirebana no kwemererwa imfashanyo y'amafaranga kizafatirwa.

Serivisi zimwe zishobora guhabwa abarwayi muri Spectrum Health bazihawe n'abadashobora kudakoresha politiki n'uburyo bya Spectrum Health byo kwemererwa imfashanyo y'amafaranga. Kugira ngo ubone urutonde rw'abo batanga izo serivisi, reba verisiyo ya vuba y'umugereka A, izajya ihuzwa n'igihe nyuma y'igihe runaka uko amakuru azajya ahinduka.

Abarwayi bavurirwa ku ivuriro ryemewe na NHSC (Ikigo cy'igihugu cyita ku buzima) cyangwa MSLRP (Porogaramu yo kwishyura inguzanyo ya leta ya Michigan) bazagenzurwa kugira ngo bahabwe imfashanyo y'amafaranga hashingiwe ku bisabwa na NHSC birebana n'ibyo urugo rwinjiza n'ingano y'umuryango, hadashingiwe ku zindi ngingo.

6.5. Uburyo bwo kumenya no gusaba imfashanyo y'amafaranga

Intego y'uburyo bwo kwemererwa imfashanyo y'amafaranga ni ukwemeza ubushobozi bw'umurwayi/umwishingizi bwo kwishyura.

Kopi ya politiki yo kwemererwa imfashanyo y'amafaranga itishyurwa, kimwe n'ubusabe bw'imfashanyo y'amafaranga buriho n'inshamake ya politiki mu mvugo itomoye biraboneka aho Spectrum Health ikorera hose, kuri https://www.spectrumhealth.org/affording-care/financial-assistance**,** uhamagaye (800) 968.0145 cyangwa wandikiye imeyiri FinancialCounseling@spectrumhealth.org. Kopi itishyurwa kandi iboneka kuri https://www.spectrumhealthlakeland.org/patient-visitor-guide/patient/billing/financial-assistance, uhamagaye kuri (844) 408.4103 cyangwa wandikiye imeyiri SHLfinancialcounseling@spectrumhealth.org. Buri muntu ashobora gusabwa kuzuza ubusabe bw'imfashanyo y'amafaranga no gutanga amakuru Spectrum Health yasabye nka kimwe mu bigize ubusabe. Spectrum Health yemeza imfashanyo y'amafaranga ishingiye ku mabwiriza agenga ingorane mu kubona ubwishyu ari mu gice cya 6.6. Spectrum Health ishobora gusaba kopi y'imishahara, imenyekanisha ry'imisoro y'igihugu n'ibindi bijyanye no kugenzura inkomoko y'ibyinjira n'umutungo bisobanuye mu busabe. Ikoranabuhanga n'izindi nyandiko rusange nk'iz'ibihombo, iz'urupfu n'imitungo bishobora kwifashishwa mu guhitamo neza abarwayi bujuje ibisabwa byo guhabwa ubufasha igihe batabashije gutanga amakuru yuzuye mu busabe,

Gucapwa kw'iyi nyandiko bishobora kuba bitakijyanye n'igihe, bikaba bigomba gufatwa nk'ibitagenzuwe.

cyangwa kuregera gahunda yo kubona amakuru akenewe no gusesengura ubushobozi bwo kwishyura mu bihe bidasanzwe. Igihe ikoranabuhanga rikoreshejwe ku gufasha kureba abakekwaho kuzuza ibisabwa, rizanakoreshwa mu gushaka amakuru asabwa nka kimwe mu bigize ubusabe. Gukekwaho kuzuza ibisabwa bizakortwa ku basabye bemerewe kurengerwa kubera ibihombo, abapfuye batagira imitungo, abatagira aho baba nk'uko bigaragazwa n'inyandiko zirebana no kugira aho wikinga cyangwa ahandi hemewe. Abasabye bashobora gusabwa gufasha no gukorana neza basaba ibitangwa n'ubwishingizi bahabwa n'ikindi kigo, porogaramu za leta, z'igihugu cyangwa izindi z'abagiraneza zavuzwe hejuru mu gice 6.3.

Spectrum Health ishobora gutanga icyemezo cyo kwemererwa imfashanyo y'amafaranga mu miryango y'abafatanyabikorwa kugira ngo birinde gutatanya imbaraga. Imiryango y'abafatanyabikorwa izagendera ku mabwiriza y'iyi politiki mu rwego rwo kuzuza ibisabwa cyangwa bitewe n'imiterere y'abo iha serivisi, bazaba bujuje ibisabwa bike mu busabe. Niba Spectrum Health ibitanze, nyuma y'igihe runaka izajya igenzura dosiye z'iyo miryango kugira ngo irebe ko iyi politiki yubahirizwa.

Abarwayi bavurwa n'amavuriro yemewe na NHSC (ikigo cy'igihugu cyita ku buzima) cyangwa MSLRP (porogaramu yo kwishyura inguzanyo ya Michigan) bashobora gukoresha ubusabe bw'imfashanyo amafaranga buriho ubu aho NHSC ikorera. Abarwayi bavurirwa mu mavuriro yemewe na NHSC cyangwa MSLRP ntibasabwa gusaba ibitangwa n'ubwishingizi bw'abo ku ruhande, porogaramu za leta, z'igihugu cyangwa z'abandi bagiraneza.

6.6. Kuzuza ibisabwa n'amabwiriza agenga ingorane mu kubona ubwishyu

Uretse abarwayi bavurirwa ku mavuriro yemewe na NHSC cyangwa MSLRP, Spectrum Health izagenzura ubushobozi bw'umurwayi/umwishingizi bwo kuyishyura serivisi zirimo gusabwa cyangwa zimaze gutangwa mu ghe cyo kugena imfashanyo y'amafaranga. Spectrum Health izagenzura amakuru nk'aya akurikira:

- Ingano y'ibyinjira mu rugo
- Umutungo nyawo
- Imiterere y'akazi
- Izindi nshingano zisaba amafaranga
- Umubare n'inshuro bya fagitire zo kwivuza

Raporo y'inguzanyo ishobora kuboneka kugira ngo ishimangire amakuru. Spectrum Health izakoresha amabwiriza ya leta y'Amerika (FPG) y'ubu ku birebana n'ubukene nk'igishingirwaho mu kuzuza ibisabwa hagendewe ku byinjira. Ibyinjira byemewe kugira ngo umuntu akurirweho inshingano zose z'amafaranga (kuvurwa ku buntu) ku mafaranga agomba kwishyurwa bitabaye ibyo bizaba 250% by'ubukene nk'uko bisobanuye muri FPG y'ubu (reba https://aspe.hhs.gov/poverty-guidelines ku mirongo ngenderwaho y'ubu) nk'uko ishami ryita ku buzima na serivisi z'imbibereho myiza y'abaturage ribisohora buri mwaka.

Abarwayi bivuriza ku mavuriro yemewe na NHSC cyangwa MSLRP bo ku rwego rwa 250% by'ubukene (biboneka ku ihuza riri mu gika cyo hejuru) bazakurirwaho inshingano zo kwishyura (bazavurirwa ubuntu) serivisi bahawe ku mavuriro yemewe na NHSC na MSLRP hakurikijwe porogaramu yo kugabanya amafaranga. Iyo bigenze bityo, nta kugabanyirizwa amafaranga (imbonerahamwe y'amafaranga yishyurwa serivisi) kubaho.

Dosiye z'amafaranga zirebana n'ibyinjira mu rugo rw'umurwayi/umwishingizi nazo zishobora gusabwa atari ukugira ngo inshingano zihabwe undi muntu ku ruhande, ahubwo ari ukugira ngo bemeze ingaruka zabyo ku bukungu bw'usaba mu buryo butaziguye. Nk'uko bisobanurwa n'ibiro by'Amerika bishinzwe ibarura, urugo ni itsinda ry'abantu nibura babiri bafitanye amasano mu muryango, haba mu kuvuka, gushyingiranwa, kurerwa cyangwa

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ikindi, babana (abadafitanye isano nk'abakozi bo mu rugo ntibabarwa); abantu bose bafitanye amasano baba mu rugo rumwe bafatwa nk'abagize urugo rumwe. Spectrum Health ntibara abantu babana mu nzu imwe ariko bafatanya nk'urugo rwiyunze. Imibereho y'igihe runaka ivuye ku burwayi na yo ntizakurikizwa.

Amateka y'umurwayi, imyifatire cyangwa imibanire ye ntibizitabwaho mu gusuzuma ubushobozi bwo kwishyura.

6.7. Ugusa

Mu rwego rwo kwizera ko iyi politiki ikoreshwa mu buryo busa muri Spectrum Health, ibi bikurikira bikorwa mu bigo nderabuzima byose bya Spectrum Health:

A. Amafaranga yose azandikwa kuri konti y'umurwayi hakurikijwe uburyo busanzwe bwo kwishyuza. Nubwo amafaranga yaciwe ari ishingiro rya fagitire no kwegeranya inyandiko zo kubika, ibiguzi (si amafaranga asabwa) bizaba urugero fatizo rw'ingenzi rwo guha agaciro imfashanyo y'amafaranga.

B. Serivisi "ntizizagabanyirizwa agaciro" ngo zibarirwe amafaranga make.

C. "Ikinyabupfura mu mwuga" ntikizakoreshwa.

D. Spectrum Health ntizavangura ishingiye ku bwoko, ibara ry'uruhu, igihugu umuntu akomokamo, ubwenegihugu, igitsina, idini, imyaka, ubumuga, imyemerere muri politiki, igitsina umuntu ahengamiyeho n'irangamimerere cyangwa uko umuryango uhagaze.

E. Abarwayi bujuje ibisabwa n'iyi politiki kandi bemerewe imfashanyo y'amafaranga bazemererwa serivisi z'ubuntu ku buvuzi bwihutirwa cyangwa bwa ngombwa mu gihe cyo kwemezwa gisobanuye mu gice cya 6.9. Kubera ko nta faranga na rimwe Spectrum Health ica abarwayi bemerewe imfashanyo y'amafaranga muri iyi politiki, yubahiriza neza "amafaranga yishyurwa muri rusange" n'amafaranga make ntarengwa ku mafaranga mbumbe atangwa ku bitaro by'abagiraneza.

6.8. Inzira zo kwemera ubusabe

6.8.1. Ibyemezo byose birebana n'imfashanyo y'amafaranga bigomba kwemezwa n'abakozi babishinzwe nk'uko bisobanuye mu bikorwa mu kugena kwemererwa ubufasha bw'amafaranga.

6.8.2. Impapuro zishyigikira ubusabe zigomba kugendana n'ibyemezo byose by'imfashanyo y'amafaranga kandi zikabikwa nk'uko bisobanuye haruguru mu gice cya 6.2.7.

6.9. Igihe cyo kwemererwa

Ubusabe bw'imfashanyo y'amafaranga bwose bwemewe muri politiki bushobora kugira agaciro nibura mu gihe k'iminsi 90 kandi harimo ubuvuzi bwihutirwa cyangwa bwa ngombwa bwo mu gihe gitaha. Guhinduka kw'imiterere y'ubukungu cyangwa kubona undi ushobora kukwishyurira bishobora guhindura iki gihe cyo kwemererwa kandi bigakorerwa irindi genzura.

6.10. Inzira z'ubujurire

Abantu bahakaniwe imfashanyo y'amafaranga mu biteganywa n'iyi politiki bashobora gusaba ko ibyemezo byongera bigasuzumwa. Amasuzuma azakorwa ku rwego rw'ubuyobozi rwisumbuye kugira ngo byemezwe. Ubujurire burenze ku rwego rw'ubuyobozi bukuru ku bireba ubukungu bw'umurwayi bugezwa ku itsinda ry'abayobozi bakuru ba Spectrum Health batoranyijwe na Spectrum Health cyangwa uwo yabihereye uburenganzira.

Gucapwa kw'iyi nyandiko bishobora kuba bitakijyanye n'igihe, bikaba bigomba gufatwa nk'ibitagenzuwe.

6.11. Uburyo bwo kwishyuzwa igihe habayeho kutishyura

Igihe umurwayi/umwishingizi atemerewe cyangwa atujuje ibisabwa ngo ahabwe imfashanyo y'amafaranga muri iyi politiki, uburyo Spectrum ishobora gukoresha yishyuza mu gihe habayeho kutishyura burasobanuye bihagije muri politiki yo kwishyuza amafaranga ya serivisi zahawe umurwayi. Kopi itishyuzwa y'iyi politiki ishobora kuboneka aho Spectrum Health ikorera hose, kuri https://www.spectrumhealth.org/affording-care/financial-assistance**,** uhamagaye kuri (800) 968.0145 cyangwa wandikiye imeyiri FinancialCounseling@spectrumhealth.org. Kopi itishyurwa kandi iboneka kuri https://www.spectrumhealthlakeland.org/patient-visitor-guide/patient/billing/financial-assistance, uhamagaye kuri (844) 408.4103 cyangwa wohereje imeyiri kuri SHLfinancialcounseling@spectrumhealth.org. Buri wese azamenyeshwa mu nyandiko nibura mu minsi 30 mbere y'uko habaho igikorwa cyose cyo kwishyuzwa.

6.12. Icyo amafaranga yishyuzwa ashingiraho muri rusange (AGB)

Ku buvuzi bwihutirwa cyangwa bwa ngombwa ku buzima, Spectrum Health (harimo ibigo biyegamiyeho) ntiyishyuza abarwayi bemerewe FAP amafaranga aruta ayishyuzwa muri rusange (AGB) abafite ubwishingizi butanga izo serivisi. Ahubwo itanga ku buntu ubuvuzi bwihutirwa cyangwa bwa ngombwa ku buzima ku murwayi wese wujuje ibisabwa byo guhabwa imfashanyo y'amafaranga muri iyi politiki y'imfashanyo y'amafaranga. Spectrum Health ikoresha uburyo bwo gusubiza amaso inyuma no kubara ijanisha rya AGB kuri buri bitaro, igabanya igiteranyo cyose y'amafaranga yishyuza ku buvuzi bwihutirwa cyangwa bwa ngombwa ku buzima bwemewe na gahunda ya fee-for-service ya Medicare ifatanyije n'ubwishingizi bwigenga mu gihe cy'amezi cumu n'abiri (12) y'umwaka usanzwe ubanziriza, n'igiteranyo cy'amafaranga mbumbe agendanye n'ibyishyuzwa. Spectrum Health itangaza kopi y'ibisobanuro n'ijanisha by'imibare ya AGB y'ubu ku rubuga rwayo.

6.13. Umutwaro uremereye wo kwishyura amafaranga

Spectrum Health yemera ko ibikorwa by'ubuvuzi by'ingenzi bishobora gukururira umurwayi n'umuryango we umutwaro uremereye wo kwishyura, bityo yihariye uburenganzira bwo gusuzuma dosiye ziremereye ishingiye ku muntu ku giti ke. Kugabanyirizwa inshingano zo kwishyura bizitabwaho hitawe kuri fagitire zose zegeranyijwe mu gihe cy'iminsi 240 ishize, kimwe n'izindi ziteganyijwe mu minsi 90 iri imbere. Umutwaro uremereye wo kwishyura ni wa wundi ukurura ukwirengera amafaranga angana cyangwa arenga 25% y'ibyo urugo rwinjiza ku mwaka.

7. Amavugurura

Spectrum Health yihariye uburenganzira bwo guhindura cyangwa gukuraho iyi politiki igihe cyose nta nteguza yanditse. Impinduka zose kuri iyi politiki zishinzwe perezida akaba n'umuyobozi mukuru wa sisitemu ya Spectrum Health n'abamuhagarariye. Amasubiramo yose akozwe ku migereka yose y'iyi politiki n'impapuro zishyigikira ibirebana n'iyi politiki, nko gusaba imfashanyo y'amafaranga, inshamake mu mvugo itomoye, n'ibindi, byashinzwe umuyobozi mukuru ushinzwe kwiyandikisha n'ubujyanama mu by'imari.

8. Politiki zisimbuwe: Iyi politiki isimbura politiki zikurikira uhereye igihe itangiye gushyirirwa mu bikorwa: Politiki yo kwemererwa imfashanyo y'amafaranga y'itsinda Spectrum Health Hospital # SH-ADMIN-FIN-001 na politiki y'ubufasha bw'amafaranga ya Lakeland Health CORP #176.

9. Amashakiro

Politiki yo gucunga, kubika no kujugunya inyandiko, politiki yo gutanga fagitire no kwishyuza

Gucapwa kw'iyi nyandiko bishobora kuba bitakijyanye n'igihe, bikaba bigomba gufatwa nk'ibitagenzuwe.

10. Gutegura no kwemeza politiki

Nyir'inyandiko:
Kyleigh Hafeli (Spec, Project Assoc)

Umwanditsi (abanditsi) (yahoze yitwa umwanditsi) **:**
Courtney Guernsey (Dir Sr, serivisi y'ubukungu bw'abarwayi), Elisa Contreras (umuyobozi, guhabwa serivisi z'abarwayi), Kelly Olsen (usuzuma, uruhererekane rw'ibikorwa kuri konti y'umurwayi), Sarah Clark (Dir Sr, Umwanditsi & umujyanama mu by'ubukungu)

Abavuguruye:
Mukeneye urutonde rwose rw'abasubiyemo inyandiko, mwabaza ny'ir'inyandiko.
Alejandro Quiroga Chand (visi perezida mukuru ushinzwe imibereho myiza y'abaturage), Amy Assenmacher (visi perezida mukuru ushinzwe imari - uruhererekane rw'ibikorwa kuri konti y'umurwayi), Angela Rewa (umuyobozi ushinzwe iyubahirizwa ry'amabwiriza), Brian Brasser (visi perezida mukuru, umuyobozi w'ibikorwa - Grand Rapids), Celeste Mcintyre (visi perezida mukuru, umugenzuzi), Darryl Elmouchi (perezida, Sh West Michigan), Davina Davidson (umuyobozi, Pas Registration - Del Sys), Erin Inman (visi perezida, Primary Health & Region Spec), Heather Lallo (umugenzuzi), Holly Busick (umuyobozi ushinzwe uko abarwayi bahabwa serivisi n'uko bazikoresha), Leslie Flake (visi perezida mukuru, imari - Shwm), Maria Kamenos (Visi perezida, kubona serivisi kw'abarwayi), Matthew Cox (visi perezida mukuru, umuyobozi ushinzwe imari), Paul Konopacki (visi perezida, imari - Lkd), Scott Hesselink (umuyobozi ushinzwe umusoro wa Leta), Steffany Dunker (umujyanama mukuru), Suzette Hershman (visi perezida mukuru, Shwm Medical Group Ops), Teresa Treiber (umuyobozi ushinzwe imari)

Ubyemeje:
Inama y'ubuyobozi ya Spectrum Health System, Connie Szymczak (inzobere, Slt)

11. Amagambo-shingiro
assistance (ubufasha), poverty (ubukene), eligibility (kwemererwa), charity (ubugiraneza), resolutions (ibyemezo), professional courtesy (ikinyabupfura mu mwuga), charity care (kwitabwaho n'abagiraneza), free care (kuvurwa ku buntu), fap (politiki y'imfashanyo y'amafaranga)

Politiki yo kwemererwa imfashanyo y’amafaranga ya Spectrum Health - Umugereka A

Politiki yo kwemererwa imfashanyo y’amafaranga ya Spectrum Health (“politiki”) irimo amavuriro ya Spectrum Health gusa (ari ku rutonde muri politiki) n’abatanga serivisi bakoreshwa n’aya mavuriro.

Ku bijyanye na Spectrum Health Lakeland, iyi politiki ireba amavuriro akurikira: Lakeland Hospitals kuri Niles & St. Joseph, Inc., Lakeland Community Hospital, Watervliet (muri rusange, ibitaro bya Lakeland Health), Pine Ridge: Ikigo gishinzwe kuvura no gusubiza mu buzima busanzwe, ikigo gitanga serivisi ku bivuza bataha, Ikigo kizobereye mu kunyuza mu cyuma cya Paw Paw Lake, Serivisi zifasha gusubiza mu buzima busanzwe abivuza bataha za Lakeland, Lakeland Cardiology, Lakeland Homecare, Home Infusion Services, Inc., Lakeland Heart & Vascular na Lakeland Cardiothoracic. Abandi bakora ibiri muri iyi politiki ni amavuriro y'ibitaro bya Lakeland ya Watervliet: Ivuriro rya Coloma, Ivuriro rya Stagg, Ikigo nderabuzima cya Watervliet, Community Bone & Joint, hamwe na Southwestern Medical Clinic Physicians, Inc. - Ubuvuzi muri Niles na Lakeland – Abaganga bita ku barwariye mu bitaro.

Hanze y'abavuzwe hejuru, iyi politiki ntikoreshwa kuri serivisi zitanzwe n'abatanga serivisi z'ubuzima bigenga badakoreshwa na Spectrum Health cyangwa amashami yayo, harimo Spectrum Health Lakeland cyangwa abatanga serivisi ba Spectrum Health Lakeland bose bahembwa n'aba bigenga. Byongeye kandi, iyi Politiki ntikoreshwa muri Caring Circle, mu mavuriro ya Lakeland mu izina rya Southwestern Medical Clinic Medicine, Inc. (usibye mu gace Niles ihereyemo) cyangwa Ubuvuzi bwa Lakeland (usibye abaganga bita ku barwariye mu bitaro).

Uretse abavuzwe mu gika kiri haruguru, abatanga serivisi bakurikira ntibarebwa n’iyi politiki:

Umugereka wavuguruwe ku wa 08/09/2021

ABC Pediatrics
Advanced Cardiac and Vascular Amputation Prevention Centers PLC
Advanced Center for Orthopedics and Plastic Surgery
Advanced Eyecare Professionals
Advanced Foot & Ankle Associates
Advanced OB/GYN
Advanced Plastic Surgery
Advanced Radiology Services
Age Management of West Michigan
Agerson Kirk MD PC
Alger Pediatrics
Allendale Family Practice

Allergy & Asthma Care of Western Michigan
Allergy Associates of Western Michigan
Allergy/Asthma Specialists W MI
Alpine Family Podiatry PC
Anesthesia Associates of West Michigan
Anesthesia Staffing Consultants
Aris Eye Care PC
Arthritis Physicians LLC
Ascension St Mary's
Associated Retinal Consultants
Ausiello Domenico MD
Bengtson Center for Aesthetics & Plastic Surgery
Big Rapids Foot and Ankle PC

Blue Care Network
Born Preventative Health Care Clinic PC
Breton Village Pediatrics & Family Medicine
Bright Future Pediatrics
Bright Start Pediatrics
Bronson Women's Services
Brookville Pediatric & Internal Medicine
Burdo Thomas J DDS PC
Burton Dental Associates PC
Buzzitta James V MD
Byron Center Family Medicine
Cadillac ENT & Facial Plastic Surgery
Calvin College Health Services
Campbell John N MD PC
Cancer & Hematology Centers of Western Michigan
Capital Cardiology
Cascade Oral Surgery
Cascade Pediatrics LLP
Center For Adolescent And Child Neurology
Center for Advanced Interventional Spine Treatment
Center for Aesthetics and Plastic Surgery
Center for Oral Surgery & Dental Implants

Center for Vein Restoration
Centre for Plastic Surgery
Charlevoix Surgeons
Cherry Street Health Services
Chowdhury & Ali
Christian Healthcare Centers
Compass Health
Condit Hand Clinic
Creekside Vision and Hearing
Crew & Boss Eye Associates
Crittenden David B MD
David Barney Family Medicine
Derm Institute of West Michigan PLC
Dermatology Assoc of West MI PLC
Dermatology Associates of West Michigan PC
Dermatology at MidTowne PC
Digestive Diseases Specialists PC
Direct Primary Care
Ear Nose & Throat Center
East Paris Internal Medicine Associates PC
Elite Spine & Musculoskeletal Center
Ellinger Douglas M MD
Emergency Care Specialists PC

Exalta Health
Eye Center of Grand Rapids PLC
Eye Plastic & Facial Cosmetic Surgery
Eyes to See Pediatric Ophthalmology & Adult Strabismus
Faith Hospice
Family Care Medicine
Family Health Care
Family Medical Center
Family Medicine Specialists
Family Tree Medical Associates
Folkening Mark N MD PC
Foot & Ankle Specialists of West Michigan
Forefront Dermatology
Forest Hills Pediatric Associates PC
Gaines Pediatric Dentistry
Garrison Stacey DDS
Gastroenterology Associates of West Michigan PLC
Gastroenterology Specialists PC
Georgetown Medical Center
Glaucoma Eye Center PC
Grand Haven Pathology PC
Grand Health Partners

Grand Rapids Allergy PLC
Grand Rapids Ear Nose & Throat
Grand Rapids Ophthalmology
Grand Rapids Orthopedics
Grand Rapids Women's Health
Grand River Emergency Medical Group
Grand River Pediatric Dentistry
Grand River Rehabilitation LLC
Grand Valley Medical Specialists
Grandview Foot and Ankle
Grandville Foot and Ankle PC
Grandville Pediatric Dentistry
Grandville Pediatrics
Great Lakes Neurosurgical Associates
Great Lakes Neurosurgical Associates PC
Greater Cardiology
Greenville Family Foot Care PC
Grof Michael W DO
Growing Smiles Pediatric Dentistry
Gulish Gary DO
Habekovic Marko MD PLLC
Hamilton Pediatric Dentistry
Hand & Plastic Surgery Centre

Printouts of this document may be out of date and should be considered uncontrolled.

Hastings Internal and Family Medicine
Health Pointe Family Medicine and Internal Medicine
Health Pointe Pediatrics
HealthDrive Podiatry Group
Healthy Heart Cardiology
Healthy Smile
Henry Ford Hospital (Gastroenterology)
Henry Ford Transplant Institute
Hoffman Thomas M MD
Holland Community Health Center
Holland Eye Surgery & Laser Center
Holland Foot & Ankle Centers
Holland Home
Holland Hospital (Emergency Department)
Holland Hospital (Urgent Care)
Holland Hospital Medical Group (Ear Nose & Throat)
Holland MediCenter
Holland Pediatric Associates PLC
Hollen Family Medicine
Hope Network (Rehabilitation Services)
Hospice of Holland (Palliative Care)
Hospice of Holland Inc

Hudsonville Dental
Infusion Associates
InPatient Consultants of Michigan
Internal Medicine Associates of Barry County PLC
Internal Medicine of West Michigan
Jamestown Family Clinic
Javery Pain Institute PC
Joshuatree Internal Medicine
Jupiter Family Medicine
Kalamazoo Anesthesiology PC
Kalamazoo Oral & Maxillofacial Surgery
Keil Lasik Vision Center
Kent Pediatrics PC
Kentwood Family Physicians
Krhovsky David M MD
Lakeland EAP
Lakeshore Allergy
Lakeshore Area Radiation Oncology Center
Lakeshore Foot and Ankle Specialist
Leja Carolyn Elizabeth CNM
Little Red Pediatric Dentistry
Lovell Hand and Orthopedic Center
Maas Paula K MD

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Manohar Prerana A MD
Mansky David W DPM
Marcotte Michael G MD PC
Marion Orthopaedic Associates
Mary Free Bed
Mary Free Bed Cancer & Hemtology
Mary Free Bed Medical Group
Mary Free Bed Rehabilitation
Mary Free Bed Rehabilitation (Spine Center)
Maternal Fetal Medicine Associates PC
Mercy Health North Muskegon Primary Care
Mercy Health Physician Partners
Mercy Health Physician Partners (Administration)
Mercy Health Physician Partners (Cardiovascular)
Mercy Health Physician Partners (Clinica Santa Maria)
Mercy Health Physician Partners (Concierge Medicine)
Mercy Health Physician Partners (Family Medicine)
Mercy Health Physician Partners (Internal Medicine/Pediatrics)
Mercy Health Physician Partners (OB/GYN)
Mercy Health Physician Partners (Sable Point Family Care)

Mercy Health Physician Partners (Specialists in Hospital Medicine)
Mercy Health St Mary's Health Care (Critical Care)
Mercy Health St Mary's Health Care (Kidney Transplant)
Mercy Health St Mary's Health Care (Neuroscience Program)
Mercy Health St Mary's Health Care (Neurosciences Epilepsy)
Metro Health
Metro Health (Family Medicine)
Metro Health (Family Practice)
Metro Health (Rheumatology)
Metro Health Hospital (Internal Medicine)
Metro Heart & Vascular
Mi Kids Pediatrics
Michigan Community Blood Center
Michigan ENT & Allergy Specialists
Michigan Pain Consultants
Michigan Pathology Specialists PC
Michigan Primary Care Partners (West Michigan Pain)
Michigan Spine & Pain
Michigan State University (College of Human Medicine)
Michigan State University (OB/GYN)

Michigan State University (Osteo Manipulative Medicine Clinic)
Michigan State University (Women and Girls with Bleeding Disorders Clinic)
Mid Michigan Physicians (Internal Medicine)
Middleville Family Practice
Mitten Kids Dentistry
Montgomery Carole L MD
Munson Cadillac Primary Care
Munson Healthcare Manistee Hospital (Emergency Department)
Munson Medical Center (Internal Medicine/Pediatric Hospitalists)
Muskegon Surgical Associates
Nephrology Center
Neubig Elizabeth L MD
Norman Family Dentistry
North Ottawa Community Health System (NOCHS) Urgent Care
North Ottawa Medical Group Pediatrics
North Ottawa Women's Health
Northern Michigan Vein Specialists
NorthStar Anesthesia
Northwood Foot & Ankle Center
NuVasive Clinical Services
Oakview Medical Care Facility

O'Brien Mark MD
Oculoplastic Associates of West Michigan
O'Neill Donna MD PC
Oral Surgery Associates
Oral Surgery Associates of Lansing
Orandi Allergy and Asthma Center
Orthopaedic Associates of Michigan (OAM)
Orthopaedics & Sports Medicine of Cadillac
Partners In Dental Care
Partners in Family Health
Partners in Plastic Surgery
Pediatric Associates of Big Rapids
Pediatric Associates of Kentwood
Pediatric Dental Specialists of West Michigan
Pediatric Ophthalmology PC
Pediatric Partners PLC
Pediatric Surgeons of West Michigan PC
Pere Marquette Emergency Physicians
PhysioAge Medical Group
Pine Rest (Child & Adolescent)
Pine Rest (Mother Baby)
Pine Rest (Psychiatric Consult)
Pine Rest (West Building)

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Pine Rest Christian Mental Health Services
Plastic Surgery Arts of West Michigan
Plastic Surgery Associates PC
Plastic Surgery Specialists PLLC
Platte Valley Medical Group OBGYN
Port Pediatric Dentistry PC
Premier Primary Health
Prime Health of Michigan LLC
Psychology Associates of Grand Rapids
Rehabilitation & Physical Medicine Specialists PC
Rehabilitation Medicine Associates
Renal Associates of West Michigan
Res/Fellow Pgrm: GRMEP (GME)
RestHaven
Retina Specialists of Michigan
Riemer Eye Center
Riverwood Family Medicine PC
Robson Larry J MD
Rockford Pediatrics PC
Sanchez Suzette DO
Sandman Center for Veins
Seledotis Robert DO
Sharma Soorya K MD PC

Shoreline Foot & Ankle Associates
Shoreline Nephrology
Shoreline Orthopaedics & Sports Medicine Clinic PLC
Shoreline Vision
Sight Eye Clinic PC
Smilies Pediatric Dentistry
Sound Physicians
Sound Physicians (Formerly Indigo Health Partners)
Southside Pediatrics
Specialty Eye Institute
St Johns Internal Medicine
Standale Family Physicians
Starr Inpatient Medical Services
Statt PLLC
Stawiski Marek A Dermatology
Steinhardt George F MD
Stock Christopher MD Ophthalmology
The Brain & Spine Center
The Breast Health & Wellness Center PC
The Cancer Center at Metro Health Village
The Fertility Center
The Lacks Center at St Marys (Breast Center)

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The TeleDentists
Third Coast Family Practice
Third Coast Oral & Maxillofacial Surgery
Thornapple Valley Family Health
Three Rivers Health (Acute Care)
Thyroid Center of West Michigan PC
Trillium Palliative Services
True Women's Health
University of Michigan Vascular Surgery Center
Urologic Consultants PC
Urology Associates PC
Urology Surgeons PC
Valleau VanDeven & Massie DDS
VanWieren Gerald E MD PC
Verdier Eye Center PC
Versiti
Visger Benjamin J DO
Vitreo-Retinal Associates PC
Weatherhead James MD LLC
Wege Family Medicine
West Michigan Anesthesia PC
West Michigan Cardiology
West Michigan Dermatology

West Michigan Endodontists
West Michigan ENT & Allergy
West Michigan Eye and Laser
West Michigan Family Health PC
West Michigan Family Medicine
West Michigan Foot and Ankle
West Michigan Nephrology
West Michigan Oral & Maxillo Surgery
West Michigan Orthopaedics
West Michigan Pediatric Dentistry
West Michigan Rheumatology
West Michigan Surgical Specialists
West Shore ENT & Allergy
Western Michigan ENT PC
Western Michigan Pediatrics PC
Western Michigan Urological Associates
White Craig DO PC
Wickens Marshall R DO
Williamson Family Medicine
Wolverine Dermatology
Yacob Nasim MD

Imenyesha ryo kutavangura:

Gutanga serivisi z'ubuzima nziza ku bantu bose ni politiki ya Spectrum Health n'amashami yayo yose. Ibyemezo byo kwinjiza abarwayi mu bitaro no kubavura bizashingira gusa ku buvuzi umurwayi akeneye no ku bushobozi bw'ivuriro bwo kumwitaho no kumuvura uko bikenewe. Umurwayi ntazimwa ibitaro cyangwa ubuvuzi hashingiwe ku bwoko, ibara ry'uruhu, igitsina, igihugu ukomokamo, idini, ubumuga, imyaka, agakoko gatera sida, kuba waravuye cyangwa ukiri ku rugerero, inkomoko y'ubwishyu bwa serivisi cyangwa ikindi kibuzwa n'amategeko y'igihugu, aya leta n'ay'akarere. Abarwayi bazavurwa mu buryo bujyanye n'ibitsina bibonamo. Amavuriro yemewe na NHSC agomba kwemera kutavangura igihe baha umuntu serivisi hashingiwe ku mpamvu: y'uko atabasha kwishyura; y'uko ubwishingizi bumwishyurira izo serivisi ari ubwa Medicare, Medicaid cyangwa CHIP; y'ubwoko, ibara ry'uruhu, igitsina, igihugu akomokamo, ubumuga, idini, imyaka, igitsina umuntu ahengamiyeho cyangwa igitsina yitirirwa.
Ku bindi bisobanuro, reba politiki y'uburenganzira n'inshingano by'umurwayi.

Spectrum Health:

- Itanga ubufasha na serivisi ku buntu ku bantu bafite ubumuga tutabasha gushyikirana na bo neza, nk':
    - Abasemuzi b'indimi z'amarenga babifitiye uruhushya
    - Amakuru yanditse mu bundi buryo (inyuguti binini, amajwi, uburyo bwa elegitoronike bworoshye, ubundi buryo)
- Itanga serivisi z'indimi ku buntu ku bantu bavuga ururimi rw'ibanze rutari Icyongereza, nk':
    - Abasemuzi babifitiye uruhushya
    - Amakuru yanditse mu zindi ndimi

Niba ukeneye izi serivisi, hamagara kuri serivisi y'abakiriya ya Spectrum Health Language kuri: 616.267.9701 cyangwa 1.844.359.1607 (ku bafite ubumuga bwo kutumva no kutavuga: 711)

Niba wumva Spectrum Health yarananiwe kuguha izi serivisi cyangwa yarakuvanguye mu bundi buryo ishingiye ku bwoko, ibara ry'uruhu, igihugu ukomokamo, imyaka, ubumuga cyangwa igitsina, ushobora kwandikira:

Umuyobozi ushinzwe ibibazo
by'abarwayi 100 Michigan St
NE, MC 006 Grand Rapids,
MI 49503
616-391-2624; umurongo utishyurwa: 1-855-613-2262
mailto:patient.relations@spectrumhealth.org

Ushobora kuvuga ikibazo wigiriyeyo cyangwa ugakoresha iposita cyangwa imeyiri. Niba ukeneye ubufasha mu gutanga ikirego, umuyobozi ushinzwe ibibazo by'abarwayi yiteguye kugufasha.

Ushobora kandi gutanga ikirego mu ishami rya Leta Zunze Ubumwe z'Amerika ryita ku buzima na serivisi z'imbibereho myiza y'abaturage, ibiro bishinzwe uburenganzira bwa muntu, binyujijwe ku rubuga rw'ibiro byakira ibirego bishingiye ku burenganzira bwa muntu ruboneka kuri https://ocrportal.hhs.gov/ocr/portal/lobby.jsf cyangwa ukoresheje iposita cyangwa telefoni kuri:

Ishami ry'ubuzima na serivisi z'abaturage

200 dependant Avenue SW, Room 509F, HHH Building
Washington, DC 20201
1-800-368-1019, 800-537-7697 (ku bafite ubumuga bwo kutumva).

Amafishi yo kugaragaza ibibazo aboneka kuri http://www.hhs.gov/ocr/office/file/index.html

Contact Us

Español (*Spanish*)

ATENCIÓN: Si usted habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-359-1607 (TTY: 711).

العربية (*Arabic*)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-844-359-1607. **(رقم هاتف الصم والبكم:** 711**).**

中文 (*Chinese*): 國語/普通話 (*Mandarin*), 粵語 (*Cantonese*)

請注意：如果您講中文，你可以獲得免費的語言輔助服務。請撥打1-844-359-1607（TTY 手語翻譯：711）。

Tiếng Việt (*Vietnamese*)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-359-1607 (TTY: 711).

Ako govorite srpsko *(Serbian, Croatian or Bosnian)*

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-844-359-1607 (TTY: 711). (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

አማርኛ (*Amharic)*

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-844-359-1607. (መስማት ለተሳናቸው: (TTY: 711).

नेपाली (*Nepali*)

ध्यान दिनुहोस्: तपाईले नेपाली बोल्नुहुन्छ भने तपाईको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस्

1-844-359-1607 (टिटिवाइ: (TTY: 711).

Thuɔŋjaŋ (*Nilotic – Dinka*)

PIŊ KENE: Na ye jam në Thuɔŋjaŋ, ke kuɔny yenë kɔc waar thook atɔ kuka lëu yök abac ke cïn wënh cuatë piny. Yuɔpë 1-844-359-1607 (TTY: 711).

Kiswahili (*Swahili*)

KUMBUKA: Ikiwa unazungumza Kiswahili, unaweza kupata, huduma za lugha, bila malipo. Piga simu 1-844-359-1607 (TTY: 711).

فارسی (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1.844-359-1607 (TTY: 711). **تماس بگیرید.**

Français (*French*)

Gucapwa kw'iyi nyandiko bishobora kuba bitakijyanye n'igihe, bikaba bigomba gufatwa nk'ibitagenzuwe.

ATTENTION: Si vous parlez français, des services d'aide linguistique-vous sont proposés gratuitement. Appelez le 1.844-359-1607 (TTY: 711).

(Burmese)

فارسی دری (***Dari***)

توجه اگر به زبان دری صحبت می کنید، خدمات کمک زبانی بصورت رایگان برای شما در دسترس است. تماس با 1-844-359-1607 (TTY: 711).

Kreyòl Ayisyen (*Haitian Creole*)
ATANSYON: Si ou pale Kreyòl Ayisyen, gen èd nan lang ki disponib gratis pou ou. Rele nimewo 1-844-359-1607 (TTY: 711).

Ikinyarwanda (*Kinyarwanda*)
ICYITONDERWA: Niba uvuga ikinyarwanda, serivisi z’ubufasha ku byerekeye ururimi, urazihabwa, ku buntu.

Hamagara 1-844-359-1607 (ABAFITE UBUMUGA BW’AMATWI BIFASHISHA ICYUMA CYANDIKA -TTY: 711).

Soomaali (***Somali***)
DIGTOONI: Haddii aad hadasho Soomaali, adeegyada caawimada luqadda, oo bilaasha, ayaad heli kartaa. Wac 1.844-359-1607 (TTY: 711).

Sudaneseاللهجة السودانية)
انتباه: إذا كنت تتحدّث اللهجة السودانية، خدمات المساعدة بلغتك متاحة مجاناً. اتصل على الأرقام

(رقم الصم والبكم: 711).

தமிழ் (***Tamil***)
கவனம்: நீங்கள் தமிழ் பேசினால், உங்களுக்கு இலவசமான மொழி உதவிச் சேவைகள் கிடைக்கின்றன.இந்த எண்ணை அழைக்கவும்: 1-844-359-1607 (TTY: 711).

ትግርኛ (***Tigrinya***)
ትኹረት: ትግርኛ እንድሕር ትዛረብ ኮንካ፣ ናይ ቋንቋ ደገፍ ኣልግሎታት፣ ብናጻ ክቐርቡልካ እዮም። ደውል 1.844-359-1607 (TTY: 711)።

Gucapwa kw’iyi nyandiko bishobora kuba bitakijyanye n’igihe, bikaba bigomba gufatwa nk’ibitagenzuwe.