

# Financial Assistance Eligibility Policy

**This Policy is Applicable to the following Spectrum Health Entities and all providers employed by these Entities:** Spectrum Health Big Rapids Hospital, Spectrum Health Continuing Care (and subsidiaries), Spectrum Health Corporate, Spectrum Health Gerber Memorial, Spectrum Health Ludington Hospital, Spectrum Health Pennock, Spectrum Health Reed City Hospital, Spectrum Health GR Hospitals, Spectrum Health Medical Group, Spectrum Health United Hospital, Spectrum Health Kelsey Hospital, Spectrum Health Zeeland Community Hospital

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**Effective Date:** 09/10/2018

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**Notice of Nondiscrimination:** Spectrum Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Spectrum Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. See [Attachment B](#) for the complete notice of nondiscrimination as well as availability of language assistance.

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**1. Purpose**

To outline the process for making a reasonable determination of who is eligible to receive financial assistance at Spectrum Health. To communicate the availability of financial assistance to patients and the public and to ensure that comparable guidelines are applied to requests for financial assistance, regardless of the Spectrum Health location where the patient service is provided.

**2. Responsibilities**

This Spectrum Health Financial Assistance Eligibility Policy will be administered by appropriately designated Spectrum Health personnel as outlined in supporting Financial Assistance Eligibility Procedures.

**3. Policy Content**

Spectrum Health will eliminate patient financial responsibility for emergent or medically necessary care in situations where the patient/guarantor qualifies under the financial hardship guidelines, set forth in Section 6.6 below, and cooperates with Spectrum Health in the administration of its Financial Assistance Eligibility Procedures. A good faith determination of financial need must be made prior to any waiver of charges.

**4. Philosophy**

Emergent or medically necessary care will be the basis for treatment, not financial obligation. Medical necessity will be determined by the treating physician. Determination of financial assistance will be given based on demonstrable financial need and will be granted in cooperation with the patient/guarantor whenever able. All patients/guarantors applying for financial assistance will be subject to the same financial assistance process regardless of primary payer. Consideration for financial assistance may not be given for services relating to experimental/research studies, elective services or bariatric surgical procedures.

**5. Emergency Medical Care Policy**

Spectrum Health will provide, without discrimination, care for emergency medical conditions to individuals regardless of their ability to pay or eligibility for financial assistance. Spectrum Health will not engage in actions that discourage individuals from seeking emergency medical care, and, to that

end, emergent care will be provided without interference from debt collection or demands for prepayment of services prior to treatment as further described in the Emergency Medical Treatment and Active Labor Act (EMTALA) Policy.

## 6. Policy

### 6.1. Residency Requirement

To uphold our mission of improving the health of the communities we serve, Spectrum Health will limit consideration for financial assistance to applicants that reside within the communities we serve. Exception may be made to patients seeking emergent or medically necessary care not available within another healthcare provider's service area.

### 6.2. Overview

- 6.2.1. Prior to seeking financial assistance, the patient/guarantor and Spectrum Health will pursue all reasonable forms of third party payment as further outlined in Section 6.3.
- 6.2.2. It is Spectrum Health's policy to require payment in full for non-emergent or non-medically necessary care including but not limited to experimental/research studies, elective cosmetic services and bariatric surgical procedures *prior* to service or when a statement is first presented, unless other approved arrangements for payment have been made.
- 6.2.3. Patients/guarantors who identify that they are financially unable, or have been identified by Spectrum Health as potentially financially unable, will be referred to the appropriately designated Spectrum Health personnel for evaluation, as applicable. Spectrum Health personnel may then proceed with the financial assistance application process to determine if there is demonstrated inability to pay. The patient/guarantor may be asked to complete a financial assistance application. A credit report may be obtained to verify information provided on the application, but will not be used to make a determination as to financial assistance eligibility. Portions of or the entire financial application process may be waived for certain patients/guarantors who presumptively qualify for financial assistance and are subsequently verified, consistent with Spectrum Health policies and procedures. Examples may include individuals deemed homeless or deceased without an estate.
- 6.2.4. If, as a result of the financial application process, assistance criteria are not met, the patient/guarantor will be advised to arrange payment according to the Spectrum Health [Patient Responsible Balance Billing and Collection Policy](#) and applicable procedures, under which a patient/guarantor may qualify for discounts and/or other payment options such as prompt pay discounts, payment plans, etc.
- 6.2.5. If it appears that financial hardship guidelines may apply, the patient/guarantor may be asked to supply supporting documentation and the application will be processed accordingly.
- 6.2.6. The patient's account will be documented with results of the determination. Reasonable efforts will be made to inform the patient/guarantor in writing of the determination (including, if applicable, the assistance for which the individual is eligible) and the basis for the determination.
- 6.2.7. All applicable and supporting documentation for applications will be retained in accordance with the Record Management, Retention and Destruction Policy

### 6.3. Third Party Payment Sources

Prior to seeking financial assistance, the patient/guarantor and Spectrum Health will pursue all reasonable forms of third party payment including but not limited to Medicaid and enrollment in the Health Insurance Marketplace.

Spectrum Health reserves the right to investigate, verify, interview and request assignment of:

- A. All benefits from any third party insurance source;

- B. All benefits from state or federal assistance programs for which the patient/guarantor may be eligible;
- C. All benefits from any charity organization; and/or
- D. Pending litigation.

Financial assistance is the account resolution process of last resort. As such, a patient/guarantor must fulfill all responsibilities under any of the above applicable programs or use available personal resources prior to qualifying for financial assistance. A patient/guarantor's failure to produce the requested information or participate in one of the above programs may result in denial of financial assistance.

#### **6.4. Availability of Financial Assistance**

Spectrum Health has implemented measures to widely publicize communications to patients and the public regarding the availability of financial assistance. Communication methods include but are not limited to signage in each hospital emergency department, admissions office(s) and other public locations, as well as information on the Spectrum Health website (as referenced in Section 6.5). In addition, Spectrum Health will offer a plain language summary of its Financial Assistance Eligibility Policy as part of the patient intake and/or discharge process, as well as provide individuals with assistance in completing the application process.

Patients will be notified of the Financial Assistance Eligibility Policy for a period of at least 120 days from the date of the first post-discharge billing statement. Patient balances will be eligible for financial assistance evaluation for at least 240 days from the date of the first post-discharge billing statement ("Application Period"). If Spectrum Health receives a financial assistance application during the Application Period, whether the application is complete or incomplete, it will suspend any collection efforts until a determination regarding financial assistance is made.

Some services may be provided to patients at Spectrum Health by providers who may not utilize Spectrum Health's Financial Assistance Eligibility Policy and process. For a listing of these providers, please see the most current version of [Attachment A](#), which will be updated periodically as information changes over time.

Patients receiving care at a National Health Service Corps ("NHSC") approved practice site or a Michigan State Loan Repayment Program ("MSLRP") approved practice site will be evaluated for financial assistance based on the NHSC requirements of income and family size and will not be evaluated based on other factors.

#### **6.5. Financial Assistance Identification and Application Process**

The goal of the financial assistance eligibility process is to determine the patient/guarantor's ability to pay.

A free copy of the Financial Assistance Eligibility Policy, as well as the current [financial assistance application](#) and a plain language summary of the policy, are available at all Spectrum Health locations, at <http://www.spectrumhealth.org/financialassistance>, by calling (800) 968.0145 or emailing a financial resource advisor at [FinancialCounseling@spectrumhealth.org](mailto:FinancialCounseling@spectrumhealth.org). Each individual may be required to complete a financial assistance application and provide the information Spectrum Health has requested as part of the application. Spectrum Health determines financial assistance based upon the financial hardship guidelines set forth in Section 6.6. Spectrum Health may require copies of pay stubs, federal income tax returns and any other income and asset verification sources. Technology may be utilized to assist in proactively and

efficiently identifying patients who qualify for assistance or to automate the process of obtaining necessary data and analysis of ability to pay. Applicants may be requested to assist and cooperate in applying for benefits from third party insurance, state, federal or other charitable programs previously mentioned in Section 6.3 above.

Spectrum Health may delegate determination of financial assistance eligibility to partner organizations in an effort to avoid duplication of efforts. Partner organizations will mirror the guidelines of this policy for qualification purposes, or by nature of the population they serve, will have met the minimum requirements. When delegation does occur, Spectrum Health will periodically review the determining organizations' documentation to ensure compliance with this policy.

#### **6.6. Financial Hardship Guidelines Qualifications**

In determining financial assistance eligibility, Spectrum Health will evaluate the patient/guarantor's ability to reimburse Spectrum Health for the services being requested or previously rendered. Spectrum Health will evaluate information such as the following:

- Income levels
- Net worth
- Employment status
- Other financial obligations
- Amount and frequency of healthcare bills

A credit report may be obtained to validate information. Spectrum Health will use the current U.S. Federal Poverty Guidelines (FPG) as a basis for income eligibility qualifications. Qualifying income for elimination of all financial liability (free care) for amounts otherwise owing will be 250 percent of poverty as defined by the current FPG (see <http://aspe.hhs.gov/poverty/index.cfm> for the current guidelines) as published annually by the Department of Health and Human Services.

Patients receiving care at a National Health Service Corps ("NHSC") approved practice site or a Michigan State Loan Repayment Program ("MSLRP") approved practice site who are 250 percent of the poverty level (found at the link in the above paragraph) will receive elimination of all financial liability (free care) for the services provided at the NHSC or MSLRP approved site consistent with the sliding fee discount program. As such, no sliding fee discount (schedule of fees for services) is applicable.

Financial records pertaining to the patient/guarantor's household income may also be requested, not to assign responsibility to a third party, but rather to determine how they directly affect the applicant's financial situation. Household, as defined by the United States Census Bureau, is a group of two or more related family members, whether by birth, marriage, adoption, or otherwise, who live together (non-relatives, such as housemates, do not count); all related persons living in the same household are considered members of one household. Spectrum Health does not consider individuals living in one home but separately sole supporting as a combined household. A temporary living situation as a result of a medical condition will also not apply.

A patient's clinical, behavioral and/or social history shall not be considered in assessing ability to pay.

#### **6.7. Uniformity**

To assure uniform application of this policy within Spectrum Health, the following applies to all applicable Spectrum Health facilities:

- A. All charges will be recorded on the patient's account in accordance with the normal charging procedures. Although charges are the basis for billing and collection record keeping purposes, costs (not charges), will be the primary reporting unit for valuing financial assistance.
- B. Services will not be "downcoded" to a lower fee.
- C. "Professional courtesy" will not be utilized.
- D. Spectrum Health will not discriminate on the basis of race, color, national origin, citizenship, sex, religion, age, disability, political beliefs, sexual orientation, and marital or family status.
- E. Patients meeting the criteria of this policy and who are approved for financial assistance will be eligible for free emergent or medically necessary care during the approval period outlined in Section 6.9. Because Spectrum Health does not charge any amount to patients eligible for financial assistance under this policy, Spectrum Health is fully compliant with the "amounts generally billed" and less-than-gross-charge limitations that apply to charitable hospitals.

#### **6.8. Application Approval Process**

- 6.8.1.** All financial assistance determinations must be approved by the appropriate personnel as outlined in the Financial Assistance Eligibility Procedures.
- 6.8.2.** Supporting documentation should accompany all financial assistance adjustments and be retained as referenced in Section 6.2.7 above.

#### **6.9. Approval Period**

All financial assistance application approvals made under the Financial Assistance Eligibility Policy may be effective for a period of at least 90 days and include subsequent emergent or medically necessary care. A change in financial situation or the addition of third party payer eligibility may alter the approval period and require further review.

#### **6.10. Appeal Process**

Individuals who are denied financial assistance under the provisions of the policy may request a review of the determination. Reviews will be performed at the next level of authority for approval. Appeals progressing above the level of management within Patient Finance are taken to a panel of Spectrum Health senior leadership selected by the Spectrum Health Corporate Controller or his/her designee.

#### **6.11. Collection Efforts in the Event of Nonpayment**

In the event a patient/guarantor does not apply for or qualify for financial assistance under this policy, the collection actions Spectrum Health may take in the event of nonpayment are more fully described in its Patient Responsible Balance Billing and Collection Policy. A free copy of this policy can be obtained by are available at all Spectrum Health locations, at <http://www.spectrumhealth.org/financialassistance>, by calling (800) 968.0145 or emailing a financial resource advisor at [FinancialCounseling@spectrumhealth.org](mailto:FinancialCounseling@spectrumhealth.org). A separate written notice will be provided to each individual at least 30 days prior to any collection actions being initiated.

#### **6.12. Basis for Calculating Amounts Generally Billed (AGB)**

Spectrum Health uses the look back method based on claims allowed by Medicare fee-for-service during a prior twelve month period to determine Amounts Generally Billed (AGB). Spectrum Health does not bill or expect payment of gross/total charges from individuals who qualify for financial assistance under this FAP.

**7. Revisions**

Spectrum Health reserves the right to alter, amend, modify or eliminate this policy at any time without prior written notice. All revisions to any attachments to this policy have been delegated to the Senior Director of Patient Financial Operations.

- 8. Policies Superseded and Replaced:** This policy supersedes and replaces the following policies as of the effective date of this policy: Spectrum Health Hospital Group Financial Assistance Eligibility Policy #SH-ADMIN-FIN-001.

**9. Policy Development and Approval**

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**10. Keywords**

assistance, poverty, eligibility, charity, resolutions, professional courtesy, charity care, free care, fap

**11. References**

Records Management, Retention and Destruction Policy, Billing and Collections Policy

## Spectrum Health Financial Assistance Eligibility Policy- Attachment A

Spectrum Health's Financial Assistance Eligibility Policy only covers the Spectrum Health Entities (listed in Spectrum Health's Financial Assistance Eligibility Policy) and all providers employed by these Entities.

The following Providers are not covered by Spectrum Health's Financial Assistance Eligibility Policy:

**Attachment Revised 11/15/2018**

ABC Pediatrics	Cadillac Urology Practice
Advanced Cardiac and Vascular Amputation Prevention Centers, PLC	Calvin College Health Services
Advanced Eyecare Professionals	Campbell John N MD PC
Advanced Foot & Ankle Associates	Cancer & Hematology Centers of Western Michigan
Advanced OB/GYN	Carson Surgical Specialties (Orthopedics)
Advanced Plastic Surgery	Cascade Immediate Care Center
Advanced Radiology Services	Cascade Pediatrics LLP
AF Associates Family Medicine	Catherine's Health Center
Age Management of West Michigan	Center For Adolescent And Child Neurology
Aleda E Lutz VA Medical Center	Center for Advanced Interventional Spine Treatment
Alger Pediatrics	Center for Aesthetics and Plastic Surgery
Allendale Family Practice	Center for Oral Surgery & Dental Implants
Allergy & Asthma Care of Western Michigan	Center for Vein Restoration
Allergy Associates of Western Michigan	Centre for Plastic Surgery
Allergy/Asthma Specialists West Michigan	Champion Tandy L DO PC
Alpine Family Podiatry PC	Cherry Street Health Services
Anesthesia Associates of West Michigan	Chowdhury & Ali
Anesthesia Staffing Consultants	Christian Healthcare Centers
Aris Eye Care PC	Compass Health
Arthritis Physicians LLC	Condit Hand Clinic
Associated Retinal Consultants	Creekside Vision and Hearing
Ausiello Domenico MD	Crew & Boss Eye Associates
Baldwin Family Healthcare	Crittenden David B MD
Bengtson Center for Aesthetics & Plastic Surgery	Daniel Kislov E MD
Big Rapids Foot and Ankle PC	Dekkinga Jack A MD
Birkam Health Center	Dermatology Associates of West Michigan PC
Blue Care Network	Dermatology at MidTowne PC
Bone & Joint Center	Digestive Diseases Specialists PC
Breton Village Pediatrics & Family Medicine	Direct Primary Care
Bright Future Pediatrics	Ear Nose & Throat Center
Bright Start Pediatrics	East Paris Internal Medicine Associates PC
Bronson ProHealth	Elite Spine & Musculoskeletal Center
Brookville Pediatric & Internal Medicine	Ellinger Douglas M MD
Burdo Thomas J DDS PC	Emergency Care Specialists PC
Burton Dental Associates PC	ENT Consultants PC
Buzzitta James V MD	EPI PC
Byron Center Family Medicine	Exalta Health
Cadillac After Hours Clinic	Eye Center of Grand Rapids PLC
Cadillac ENT & Facial Plastic Surgery	Eye, Plastic & Facial Cosmetic Surgery
Cadillac Surgical Care PC	Eyes to See Pediatric Ophthalmology & Adult Strabismus
	Faith Hospice

Family Care Center
Family Medical Center
Family Medicine Specialists
Family Tree Medical Associates
Farmbrook Interventional Pain & EMG
Folkening Mark N MD PC
Foot & Ankle Clinic of West Michigan
Foot & Ankle Specialists of West Michigan
Forefront Dermatology
Forest Hills Pediatric Associates PC
Gadzinski David Z MD PC
Gaines Pediatric Dentistry
Garrison Stacey DDS
Gastroenterology Associates of West Michigan PLC
Gastroenterology Consultants PLC
Gastroenterology Specialists PC
Georgetown Medical Center
Glaucoma Eye Center PC
Grand Haven Pathology PC
Grand Health Partners
Grand Rapids Allergy PLC
Grand Rapids Cardiology
Grand Rapids Ear Nose & Throat
Grand Rapids Ophthalmology
Grand Rapids Orthopedics
Grand Rapids Thoracic Surgery PLLC
Grand Rapids Women's Health
Grand Valley Health Plan (Beckwith Center)
Grand Valley Medical Specialists
Grand View Ophthalmology
Grandview Foot and Ankle
Grandville Pediatric Dentistry
Grandville Pediatrics
Great Lakes Neurosurgical Associates
Greenville Family Foot Care PC
Grey Mary Beth MD
Grof Michael W DO
Growing Smiles Pediatric Dentistry
Gulish Gary B DO
Hamati Samir I MD
Hamilton Pediatric Dentistry
Hand & Plastic Surgery Centre
Harrison Eye Center PC
Hastings Internal and Family Medicine
Health Pointe
Health Pointe Anesthesia
Health Pointe Family Medicine and Internal Medicine

Health Pointe General Surgery
Health Pointe Neurology
Health Pointe Orthopedics
Health Pointe Pediatrics
Health Pointe Urgent Care
Healthy Heart Cardiology
Healthy Smile
Heart of the City Adult Medicine
Heart of the City Dental
Hoffman Thomas M MD
Holland Community Health Center
Holland Eye Surgery & Laser Center
Holland Foot & Ankle Centers
Holland Home
Holland Hospital (Breast Surgical Services)
Holland Hospital (Emergency Department)
Holland Hospital Urgent Care
Holland MediCenter
Holland Pediatric Associates PLC
Hospice of Holland Inc
Hudsonville Dental
Iacobucci John J MD
Indigo Health Partners
Infusion Associates NE
Integrated Psych-Med Consulting PLC
Internal Medicine Associates of Barry County PLC
Internal Medicine of West Michigan
Jamestown Family Clinic
Javery Pain Institute PC
Jenison Podiatry
Joshuatree Internal Medicine
Jupiter Family Medicine
Kalamazoo Anesthesiology PC
Kalamazoo Oral & Maxillofacial Surgery
Kent Neurological Associates PC
Kent Pediatrics PC
Kent Podiatry
Kentwood Family Physicians
Kingma Pediatric Dentistry
Krhovsky David M MD
Lakeshore Allergy
Lakeshore Area Radiation Oncology Center
Lakeshore Health Partners
Lexes Obstetrics and Gynecology
Liberty Surgical Associates
Little Smiles
Love in Action



Maas Paula K MD
Macatawa Anesthesia PC
Mansky David W DPM
Marcotte Michael G MD PC
Marek A Stawiski Dermatology
Mary Free Bed Medical Group
Mary Free Bed Rehabilitation
Maternal Fetal Medicine Associates PC
Medics PC
Mercy Health Hauenstein Neuroscience Center
Mercy Health Physician Partners (Administration)
Mercy Health Physician Partners (Browning Claytor Health Center)
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)
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 (Sleep Disorders Center)
Mercy Health Physician Partners (West Shore Cardiology)
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)
Metro Health (Endocrinology)
Metro Health (Family Medicine)
Metro Health OB/GYN
Metro Heart & Vascular
Mi Kids Pediatrics
Michigan Brain & Spine Surgery Center
Michigan Community Blood Center
Michigan ENT & Allergy Specialists
Michigan Pain Consultants
Michigan Pathology Specialists PC
Michigan Primary Care Partners
Michigan Primary Care Partners (Eastside Family Medical)
Michigan Primary Care Partners (Internal Medicine)
Michigan Primary Care Partners (West Michigan Pain)
Michigan Spine & Pain
Michigan State University (OB/GYN)
Michigan State University (Women and Girls with Bleeding Disorders Clinic)
Michigan Urological Clinic PC
Middleville Family Practice

Montcalm Center for Orthopedics Excellence PC
Muskegon Surgical Associates
Nephrology Center
Neubig Elizabeth L MD
Neural Watch LLC
Norman Family Dentistry
North Oakland Plastic Surgery
North Ottawa Bariatrics
North Ottawa Women's Health
Northern Michigan Vein Specialists
Northwood Foot & Ankle Center
NuVasive Clinical Services
OB/GYN of Big Rapids PC
O'Brien Mark MD
Oculoplastic Associates of West Michigan
Oral & Maxillofacial Surgery Services
Oral Surgery Associates
Oral Surgery Associates of Lansing
O'Rourke Karen A DDS
Orthopaedic Associates of Michigan (OAM)
Orthopaedics & Sports Medicine of Cadillac
Partners In Dental Care
Partners in Family Health
Partners in Plastic Surgery
Pawl Lawrence E MD PC
Pediatric Associates of Big Rapids
Pediatric Associates of Kentwood
Pediatric Ophthalmology PC
Pediatric Partners PLC
Pediatric Surgeons of West Michigan PC
Peterson David O DO
PhysioAge Medical Group
Pine Rest (Child & Adolescent)
Pine Rest (Psychiatric Consult)
Plastic Surgery Arts of West Michigan
Plastic Surgery Associates PC
Plastic Surgery Specialists PLLC
Port Pediatric Dentistry, PC
Prime Health of Michigan LLC
Priority Health
Psoriasis & Eczema Treatment Center of Western Michigan
M A Stawiski MD Dermatology
Psychology Associates of Grand Rapids
R Sackeyfio Plastic Surgery
RealTime Neuromonitoring Associates
Rehabilitation & Physical Medicine Specialists PC
Rehabilitation Medicine Associates

Renal Associates of West Michigan
Res Pgrm: GRMEP (Family Medicine)
Res Pgrm: GRMEP (Ortho Surg)
Res/Fellow Pgrm: GRMEP (Family Medicine Clinic)
Res/Fellow Pgrm: GRMEP (GME)
RestHaven
Retina Specialists of Michigan
Riemer Eye Center
River Valley Orthopedics PC
Riverwood Family Medicine PC
Robson Larry J MD
Rockford Pediatrics PC
Romona Medical Management Services
Ryan Family Practice
Sanchez Suzette DO
Sandman Center for Veins
Sharma Soorya K MD PC
Sheridan Community Hospital
Shoreline ENT PC
Shoreline Foot & Ankle Associates
Shoreline Nephrology
Shoreline Orthopaedics & Sports Medicine Clinic PLC
Shoreline Vision
Sight Eye Clinic PC
Silverwood Family Medicine
Smilies Pediatric Dentistry
Southside Pediatrics
Southwest Michigan Radiology
Sparrow Medical Group (Surgery)
St Johns Internal Medicine
Standale Family Physicians
Starr Inpatient Medical Services
Start Midwest
Steinhardt George F MD
Switzer Richard MD PC
The Brain & Spine Center
The Breast Health & Wellness Center PC
The Cancer Center at Metro Health Village (Hematology/Oncology)
The Fertility Center
The Lacks Center at St Marys (Breast Center)
Third Coast Family Practice
Thornapple Valley Family Health
Three Rivers Health (Acute Care)
Thyroid Center of West Michigan PC
Trillium Palliative Services
Ugolini Katie MD

University Pain Clinic
Urologic Consultants PC
Urology Associates PC
Urology Surgeons PC
Valleau, VanDeven & Massie DDS
VanOtteren Gordon F MD
VanWieren Gerald E MD PC
Verdier Eye Center PC
Virtual Radiologic Professionals LLC
Visiting Physicians Association
Vitreo-Retinal Associates PC
Vydareny John R MD
Wagner Victor S PhD
Waller Robert Corey MD
Weatherhead James MD LLC
Wege Family Medicine
Wente Susan M CNM DrPH
West Michigan Anesthesia PC
West Michigan Cancer Center & Institute for Blood Disorders (Medical Oncology)
West Michigan Cardiology
West Michigan ENT & Allergy
West Michigan Eye and Laser
West Michigan Family Health PC
West Michigan Family Medicine
West Michigan Geriatric Associates
West Michigan Nephrology
West Michigan Oral & Maxillo Surgery
West Michigan Orthopaedics
West Michigan Pediatric Dentistry
West Michigan Plastic Surgery Clinic
West Michigan Rheumatology
West Michigan Surgical Specialists
West Shore Urology
Western Michigan ENT PC
Western Michigan Pediatrics PC
Western Michigan Urological Associates
White Craig DO PC
White Pine Family Medicine
Wickens Marshall R DO
Williamson Family Medicine
Womens Health Care Specialists
Yacob Nasim MD
York Richard S MD
Yurko Mary A MD Dermatology PLC
Zickus Charles Joseph DO

## Attachment B

### Notice of Nondiscrimination:

Spectrum Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Spectrum Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Spectrum Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Spectrum Health Language Services at: 616.267.9701 or 1.844.359.1607 (TTY:711)

If you believe that Spectrum Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Director, Patient Experience  
100 Michigan St NE, MC 006  
Grand Rapids, MI 49503  
616-391-2624; toll free: 1-855-613-2262  
[patient.relations@spectrumhealth.org](mailto:patient.relations@spectrumhealth.org)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Director of Patient Experience is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW, Room 509F, HHH Building  
Washington, DC 20201  
1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <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).



**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).

**Sudanese** ) سوانيسه

مؤرلأا عول صنا . انانام حانم كبلغ عده اسم الامتادخ ، سوانيسه لسوانيسه اللولاء حانم كبلغ عده اسم الامتادخ : سوانيسه  
رقم الصم والبكم: 711.)

**தமிழ் (Tamil)**

கவனம் : நீங்கள் தமிழ் பேசினால் , உங்களுக்கு இலவசமான மொழி உதவிச் பசுவககள் கிவகைக்கிண் றன.இந்த எண் வண அவழக்கவம் : 1-844-359-1607 (TTY: 711).

**(Tigrinya)**

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1.844-359-1607 (TTY: 711)□