

## FINANCIAL ASSISTANCE ELIGIBILITY POLICY PLAIN LANGUAGE SUMMARY

### WHO CAN APPLY:

The Financial Assistance Eligibility Policy provides free care for those who have tried all other payment options, and

- Have household income at or below 250% of the current year's Federal Poverty Guidelines.
- Have submitted a properly completed application for financial assistance.
- If you qualify for financial assistance, you will not be charged more than amounts generally billed for emergency or medically necessary care.

Catastrophic financial assistance may also be available if you have suffered a significant medical and financial event.

### HOW TO APPLY:

#### SPECTRUM HEALTH:

- In person by visiting the information desk, emergency department or registration office at any Spectrum Health hospital, including the main campus, which is located at 100 Michigan, Grand Rapids, MI 49503
- By mail, write to: Spectrum Health Butterworth Hospital Financial Counseling Office, 100 Michigan, Grand Rapids, MI 49503
- By calling: 1.844.838.3115
- By going to: <http://www.spectrumhealth.org/financialassistance>
- By emailing a Financial Counselor at: [FinancialCounseling@spectrumhealth.org](mailto:FinancialCounseling@spectrumhealth.org)

#### SPECTRUM HEALTH LAKELAND:

- In person by visiting the information desk, emergency department or registration office at any Spectrum Health Lakeland hospital, including the main campus which is located at 1234 Napier Avenue, St. Joseph, MI 49085
- By mail, write to: Spectrum Health Lakeland, PO Box 410, St Joseph, MI 49085
- By calling: 1.844.408.4103, option 1
- By going to: <https://www.spectrumhealthlakeland.org/patient-visitor-guide/patient/billing/financial-assistance>
- By emailing a Financial Counselor at: [SHLfinancialcounseling@spectrumhealth.org](mailto:SHLfinancialcounseling@spectrumhealth.org)

### FOR FREE COPIES OF THE POLICY AND APPLICATION:

- Use the contacts listed above.
- Translations of the policy, this summary and the application are available in other languages upon request or by visiting the websites listed above.

### ASSISTANCE IS AVAILABLE:

Financial Counselors & Advocates are available to help you complete the application for financial assistance. They can be reached by calling or contacting them as described in the "How to Apply" section. They can also help you sign up for coverage through the Health Insurance Exchange or State of Michigan Medicaid programs.