

Summary of Financial Assistance Policy

Midwest Orthopedic Specialty Hospital has a commitment to and respect for each person's dignity with a special concern for those who struggle with barriers to access healthcare services. Midwest Orthopedic Specialty Hospital has an equal commitment to manage its healthcare resources as a service to the entire community. In furtherance of these principles, Midwest Orthopedic Specialty Hospital provides financial assistance for certain individuals who receive emergency or other medically necessary care from Midwest Orthopedic Specialty Hospital. This summary provides a brief overview of Midwest Orthopedic Specialty Hospital's Financial Assistance Policy.

Who Is Eligible?

You may be able to get financial assistance. Financial assistance is generally determined by your total household income as compared to the Federal Poverty Level. If your income is less than or equal to 250% of the Federal Poverty Level, you will receive a 100% charity care write-off on the portion of the charges for which you are responsible. If your income is above 250% of the Federal Poverty Level but does not exceed 400% of the Federal Poverty Level, you may receive discounted rates on a sliding scale. Patients who are eligible for financial assistance will not be charged more for eligible care than the amounts generally billed to patients with insurance coverage.

What Services Are Covered?

The Financial Assistance Policy applies to emergency and other medically necessary care. These terms are defined in the Financial Assistance Policy. Elective services are not covered by the Financial Assistance Policy.

How Can I Apply?

To apply for financial assistance, you typically will complete a written application and provide supporting documentation, as described in the Financial Assistance Policy and the Financial Assistance Policy application.

How Can I Get Help with an Application?

For help with a Financial Assistance Policy application, you may contact Customer Service (888) 281-2392; call a Financial Advocate (866) 972-4687; or visit in person with an associate in the Registration Department at Midwest Orthopedic Specialty Hospital.

How Can I Get More Information?

Copies of the Financial Assistance Policy and application form are available by visiting our website, www.mymosh.com/billing; calling customer service at (888) 281-2392; calling a Financial Advocate at (866) 972-4687; visiting in person with an associate in Registration at Midwest Orthopedic Specialty Hospital; or visiting in person with, or sending a written request to Customer Service, Wheaton Franciscan Healthcare Corporate Services Office, 801 S. 60th Street, Suite 150, West Allis, WI 53214.

What If I Am Not Eligible?

If you do not qualify for financial assistance under the Financial Assistance Policy, you may qualify for other types of assistance. For more information, please contact Customer Service, Wheaton Franciscan Healthcare Corporate Services Office, 801 S. 60th Street, Suite 150, West Allis, WI 53214 or contact a Financial Advocate at (866) 972-4687.

Translations of the Financial Assistance Policy, the Financial Assistance Policy application, and this plain language summary are available in the following languages upon request:

Spanish, Hmong, Arabic, Chinese, Russian, Serbo-Croatian, Laotian