

PLAIN LANGUAGE SUMMARY OF UNITYPOINT HEALTH FINANCIAL ASSISTANCE POLICY

UnityPoint Health (“UPH”) offers financial assistance to many people who have health care needs and are not able to pay for care. UnityPoint Health does not want a person’s ability to pay their bill to stop them from getting care. This is a summary of the UnityPoint Health Financial Assistance Policy (FAP).

Availability of Financial Assistance

You may be able to get financial assistance if you are not able to pay your health care bill. UnityPoint Health gives financial assistance for required medical services. Optional services, such as cosmetics, will not receive financial assistance.

Eligibility Requirements

Total income of the people living in the home is used to determine if you will get assistance. If this income is below 200% of the Federal Poverty Level (FPL), you will not have to pay your hospital bill. Incomes between 200 and 600% of the FPL guidelines will not pay more than the amounts generally billed to individuals who have insurance, and may be eligible for additional discounts. Please refer to Unity Point Health’s full financial assistance policy for a complete explanation and details.

Where to Find Information

There are many ways to find information about the FAP application process, or get copies of the FAP or FAP application form. To apply for financial assistance you may:

- Download the information online at www.mhtlc.org
- Request the information in writing by mail to: FINA Team, 6200 Thornton, Suite #100, Des Moines, IA 50321 or by visiting the Patient Accounts office of UPH Memorial Hospital.
- Request the information by calling the UnityPoint Health Central Billing Office at (888) 343-4165

Availability of Translations

The Financial Assistance policy, application form, and the plain language summary can be offered in the following languages: English, Spanish, Chinese, African, Arabic, French, German, Hmong, Korean, Laotian, Serbo-Croatian, and Vietnamese. It can also be offered in large print. UnityPoint Health may elect to use translation aids, translation guides, or use a qualified bilingual interpreter by request. For information about translation of UPH’s Financial Assistance forms, please go to the Patient Accounts office or call a representative at (888) 343-4165.

How to Apply

You will need to fill out a financial assistance form. The completed form and requested documents will need to be sent to UnityPoint Health for review. If you need help with the form, you may contact the UPH Central Billing Office at (888) 343-4165. When done, the application and requested documents should be mailed to: UnityPoint Health, 6200 Thornton, Suite #100, Des Moines, IA 50321.