

## **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. If you have a lot of assets, you may not get financial assistance. Please refer to the full Unity Point Health financial assistance policy (FAP) 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.unitypoint.org/FAP](http://www.unitypoint.org/FAP)
- Request a printout of the information by writing to: FINA Team, 6200 Thornton Avenue, Suite 100, Des Moines IA 50321, or by visiting the cashier’s office of your local UPH 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 is offered in the following languages: English, Spanish, French, German, Laotian, Serbo-Croatian, and Vietnamese. It can also be offered in a large print version. UnityPoint Health may elect to use translation aids, translation guides, or use a qualified bilingual interpreter by request. For information about translation of the UnityPoint Health financial assistance forms, please go to the hospital cashier’s office, or call a representative at 1-888-343-4165, option 4.

### **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 completed, the application and requested documents should be mailed to: FINA Team, 6200 Thornton, Suite 100, Des Moines, IA 50321.