



Financial Assistance Policy

Plain Language Summary

Shenandoah Medical Center provides free or discounted emergency and other medically necessary care to patients who are uninsured or under insured and qualify for assistance under its Financial Assistance Policy. Certain exclusions apply, including, for example, elective services, balances covered under other funding sources, failure to cooperate in the application process or in securing alternative funding sources.

This document is only a summary. Please refer to the Financial Assistance Policy for complete details or contact our Financial Counselor at 712-246-7201.

Eligibility Requirements and Assistance Offered Under the Financial Assistance Policy

Patients who qualify for assistance are eligible for income-based, sliding scale discounts for emergency and other medically necessary care. In general:

- Uninsured or under insured patients whose family income is equal to or less than 200% of the Federal Poverty Guidelines area generally eligible for free emergency and medically necessary care.
- Uninsured or under insured patients whose family income is between 200% and 300% of the Federal Poverty Guidelines generally receive a sliding scale discount ranging from 25% to 100% for emergency and other medically necessary care.

A patient who qualifies for assistance under the Financial Assistance Policy will not be charged more for emergency or medically necessary care than amounts generally billed to patients having insurance covering such care.

How to Obtain Copies of the Financial Assistance Policy and Financial Assistance Application

Copies of the Financial Assistance Policy, this plain language summary, and the Financial Assistance Application and associated instructions are available free of charge upon request by writing to **Patient Financial Counselor at 1 Jack Foster Dr, Shenandoah, IA 51601**. Copies can also be requested via phone to the **Financial Counselor at 712-246-7201**. You may also find this information at the admission areas of the hospital. These documents may be found online at www.smchospital.com. Translations of these documents to **Spanish** are available upon request from the Patient Financial Counselor and also may be found online at www.smchospital.com.

How to Apply for Assistance Under the Financial Assistance Policy

To apply for financial assistance, please submit a complete Financial Assistance Application with supporting documents to **Shenandoah Medical Center- Patient Financial Counselor at 1 Jack Foster Dr Shenandoah, IA 51601**.