

## Our General Financial Assistance Policy:

The University of Chicago Medicine, Ingalls Memorial Hospital treats emergency and other non-elective patients regardless of their ability to pay or the availability of third-party coverage. Under our Financial Assistance Policy, we provide financial assistance for emergency and other medically necessary care as defined by The Centers for Medicare and Medicaid Services (CMS) under any of the Ingalls Memorial Hospital facilities. The Financial Assistance Policy provides guidelines for financial assistance (discounted care) to self-pay patients receiving non-elective services based on financial need, in addition to other discounts. If you are eligible under our policy, outstanding account balances may be written off or discounted according to the following schedule:

Household Federal Poverty Level	% Reduction of Charges
Up to -200%	Full write-off (100%)
201% - 600%	80% discount
601% and greater	No discount

## To Apply for Assistance:

1. Obtain our Financial Assistance Application.
  - On the Ingalls Memorial Hospital's websites found here: <https://www.ingalls.org/financial-assistance#>;
  - At the point of registration with our Patient Access Representatives (including the emergency department registrar), or in any of our Financial Counselor or Cashier Offices;
  - If you contact a Financial Counselor, we will fax, mail or email you a copy of our Financial Assistance Application form.
2. Complete application and submit to the respective hospital providing services with supporting documents as listed in the "Financial Assistance Application". For timely processing, please return documents within 15 days.
3. Complete applications will be processed within 30 days of receipt.
4. A determination letter will be mailed to you once the application has been processed.
5. If approved, applications will be valid for 30 days from the date of application on the same calendar year.

## How to Obtain Information and Assistance Regarding our Financial Assistance Policy:

For information regarding our Financial Assistance Program and Financial Assistance Application Form, please contact our Financial Counselor located near the Main Lobby in our main facility at One Ingalls Drive, Harvey, IL 60426 or call **773-834-6210**.

Thank you for choosing us for your health care needs, we look forward to servicing you in the future.

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