



Financial Assistance Policy - Plain Language Summary.

Norton County Hospital establishes a standard procedure for identifying patients who are financially or medically indigent and cannot otherwise pay for their Emergency Medical Care and/or Medically Necessary Care. This summary sets out eligibility for the Financial Assistance Policy of Norton County Hospital, which includes the Norton Medical Clinic (collectively, “NCH”).

Eligibility Requirements for Financial Assistance

- Patients who are unable to pay NCH charges for Medically Necessary Care and/or Emergency Medical Care and whose household income is less than 300% of the Federal Poverty Level (“FPL”) may be eligible for NCH’s Financial Assistance Program if there are no other assets available to pay for NCH charges.
- To be eligible for Financial Assistance, patients must first submit insurance claims and apply for any local, state, and federal assistance programs to exhaust any coverage and/or benefits available for the Emergency Medical Care and/or Medically Necessary Care provided by NCH.
- NCH evaluates several factors to determine a patient's eligibility for Financial Assistance, including individual or family/household income; family size; individual or family assets (for example, the patient's household savings, checking, investment assets, real property assets, and overall financial position).
- NCH utilizes the sliding scale discount attached to this Policy that takes into consideration a patient’s household members and income.

Method for Applying for Financial Assistance and Application Review

- A patient must complete a Financial Assistance Application to be considered for the Financial Assistance Program.
- A patient can initiate an application for Financial Assistance in person at the NCH business offices; over the phone by calling 785-877-3351; through the mail at Norton County Hospital, 102 E. Holmes, Norton, Kansas, 67654, or through the NCH website <https://www.ntcohosp.com>
 - The Financial Assistance Application must be completed in its entirety and signed by the patient applicant.
 - (i) The Application must include the required supporting documentation for NCH to verify the household income, assets, and monthly expenses.

(ii) It is ultimately the patient's responsibility to provide the necessary information to qualify for Financial Assistance. There is no assurance that the patient will qualify for Financial Assistance. The application process includes completion of a "Financial Assistance Application" and providing verification documents.

The objective is to document the patient's need for Financial Assistance. The patient or the Guarantor must provide all necessary and pertinent information to allow NCH to make a reasonable determination regarding a patient's eligibility for Financial Assistance or risk the denial of Financial Assistance due to a failure to provide the necessary information.

- If NCH determines that the patient is eligible for Financial Assistance, the notification letter will indicate the amount of the discount granted and how much the patient will need to pay, if any. The letter will include information about payment plans, if applicable.
- If NCH determines that the patient is not eligible for Financial Assistance, the notification letter will include information about payment plans. NCH will offer reasonable payment plans for amounts that remain after Financial Assistance has been determined.
- NCH may offer extended payment plans and will not take and will stop all Extraordinary Collection Actions for patients who qualify for Financial Assistance and are cooperating in good faith to pay.

Payment Options

- NCH offers a variety of payment methods for your convenience or patients may call our business office to pay:
 - Electronic funds transfer
 - Cash, check or money order
 - Credit or debit card
 - Patient portal electronic payments

Short-term payment plans or a bank loan may be available for larger balances. Any payment plan, other than payments in full must be agreed to by our office before being accepted. Non-payment on balances due will result in your account(s) going to an outside collection agency, including, but not limited to, any extraordinary collection activity.

Additional Information

We hope this information has been helpful for you. To learn more about financial assistance, or if you have any questions about the NCH Financial Assistance Policy, please contact the business office at (785) 877-3351.