



Financial Assistance Policy

- Plain Language Summary

At **Penn Highlands Healthcare** we understand that when individuals come to us for care they could be experiencing something urgent that may be unfamiliar or at times frightening. At those times, concerns especially about having an unplanned medical bill should not stop them from having the necessary care they need. At Penn Highlands Healthcare we strive to provide quality service and safety to the communities we serve regardless of an individual's ability to pay. Our **Financial Assistance Policy (FAP)** exists to provide eligible individuals partially or fully discounted emergent or medically necessary hospital/physician care. Individuals seeking Financial Assistance must apply for the program, which is summarized below.

Eligible individuals: Patients receiving urgent or medically necessary care must submit a Financial Assistance Application (including required documentation), and who are determined eligible for Financial Assistance by PHH.

Eligible Services: Emergent and/or medically necessary healthcare services provided by Penn Highlands Healthcare (PHH), which includes Brookville, Connellsville, Clearfield, DuBois, Elk, Huntingdon, Mon Valley, State College and Tyrone facilities, Penn Highlands Healthcare at Home and the Penn Highlands Physician Network (PHPN).

How to Apply: Financial Assistance Applications may be obtained and/or submitted as follows:

You can view the full Financial Assistance Policy or download an application by visiting our website at www.phhealthcare.org/FAP.

You may also pick-up an application at the Business Office of any PHH facility at the addresses listed below. You can request an application to be mailed to you by calling any of the phone numbers indicated below:

Penn Highlands Connellsville	401 East Murphy Avenue Connellsville, PA 15425 724-626-2224
Penn Highlands DuBois	204 Hospital Avenue, PO Box 447, DuBois, PA 15801 814-375-4200
Penn Highlands Huntingdon	1225 Warm Springs Avenue Huntingdon, PA 16652 814-643-8495
Penn Highlands Mon Valley	1163 Country Club Road Monongahela, PA 15063 814-768-2484

Determination of Financial Assistance Eligibility – Generally, individuals are eligible for financial assistance based upon their income level according to the federal poverty guidelines and their ability to pay.

- Individuals with a family income of 200% of the federal poverty guidelines or less may be eligible for a discount of 100%.
- Individuals with a family income of 201% to 250% of the federal poverty guidelines may be eligible for a discount of 80%.
- Individuals with a family income of 251% to 300% of the federal poverty guidelines may be eligible for a discount of 70%.
- Individuals with a family income of 301% to 350% of the federal poverty guidelines may be eligible for a discount of 50%

Eligible individuals will not be charged more for emergency or other medically necessary care than Amounts Generally Billed (AGB) to individuals with insurance.

Financial assistance is not available for individuals who opt out of available insurance coverage, or those who fail to reasonably comply with insurance requirements, such as obtaining authorizations or referrals.