MERCY MEDICAL CENTER
PATIENT INFORMATION SHEET/ PLAIN LANGUAGE SUMMARY: BILLING AND FINANCIAL ASSISTANCE POLICY

Overview of MMC's Financial Assistance Policy: Mercy Medical Center (MMC) provides emergency care to all patients without regard to their ability to pay for such services. MMC also accepts, within the limits of its financial resources, all patients who require non-emergency hospital services, without regard to their ability to pay for such services. These policies do not preclude MMC from reviewing: (i) The patient's ability to pay; (ii) the availability of insurance benefits; or (iii) the patient's eligibility for Medical Assistance. Consistent with MMC's Financial Assistance Policy, patients with family income below approximately 500% above the federal poverty guidelines may be eligible for emergent and medically necessary hospital services at no charge or at a reduced charge based on a sliding scale of income ("Financial Assistance"). MMC's Financial Assistance program is more generous than that required by Maryland law.

How the Financial Assistance Process Works: When you become a patient, MMC will provide information about its Financial Assistance Policy, and upon request, assist you with enrolling in publicly funded programs or applying for Financial Assistance. To qualify for Financial Assistance, a patient must be a Maryland resident and have family income at or below 500% of the Federal Poverty Level and cannot be eligible for Medicaid or other social service programs. The amount of Financial Assistance *is* generally determined using a sliding scale for income. For additional details on eligibility requirements, please see MMC's Financial Assistance Policy, available at: https://mdmercy.com/patients-and-visitors/billing-and-insurance/financial-assistance. No individual who is eligible for Financial Assistance under MMC's Financial Assistance Policy will be billed an amount for medically necessary or emergency medical care that is more than the amount generally billed to individuals who have insurance covering such care. Patients may request a Financial Assistance Application at any point in the billing and collection process.

How to Apply for Financial Assistance: To obtain free copies of MMC's Financial Assistance Policy, Application, or this Patient Information Sheet/ Plain Language Summary: (i) Visit https://mdmercy.com/patients-and-visitors/billing-and-insurance/financial-assistance and download a copy; (ii) Log into your MyChart Account at https://mychart.mdmercy.com/MyChart/inside.asp'?mode=custstsvc and request a copy; (iii). Call Customer Service at 410-951-1700 and request a copy; (iv) Visit the MMC billing office, admissions office, business office, and emergency department., or (v) Submit a request by mail to: Mercy Health Services, Attn: Patient Accounting, 16th Floor, McAuley, 30l St Paul Place, Baltimore, MD 21202. Language translations for the Financial Assistance Policy, Application, and Patient Information Sheet/ Plain Language Summary are available upon request. MMC can also provide interpreter services upon request by calling Customer Service at 410-951-1700. Completed Applications can be faxed to 410-951-1719 or mailed to the address above.

Patient's Rights and Obligations: Each patient's circumstance is unique, but all patients have similar rights and obligations:

- Patients may apply for Medical Assistance through MMC by calling (410) 332-9273, or directly with the Maryland Department of Health by calling (800) 332-6347 or TTY (800) 925-4434 or visiting www.dhr.state.md.us.
- Patients should contact the MMC billing office by emailing financialassistance@mdmercy.com or calling (410) 951-1700 with any questions related to their bill, collection activities their rights and obligations related to their bill, or to request a copy of MMC's Financial Assistance Policy. To request a Financial Assistance Application, patients should call (410) 951-1700, and select option 4, or visit www.hscrc.state.md.us/consumcrs_uniform.cfm. If you believe MMC has violated its obligations related to financial assistance or debt collection, you may file a complaint with the Maryland Health Services Cost Review Commission, 410-764-2500 or the Health Education and Advocacy Unit of the Maryland Attorney General's Office, l-877-261-8807 or heau@oag.state.md.us.

- Patients are responsible for satisfying their financial obligations. Patients may request a written estimate of the total charges for hospital nonemergency services, procedures, and supplies that are reasonably expected to be provided by MMC. MMC makes payment plans available to all patients to help pay their medical bills. Patients may contact MMC for additional details, or use their MyChart account to setup a payment plan.
- Patients are responsible for providing timely, accurate information which is needed to verify insurance coverage or to determine eligibility for Financial Assistance, if they seek such assistance. Patients must also notify MMC of any change in their financial circumstances. Certain changes may make a patient eligible for additional financial assistance or a refund of past payments.

Please Note: Fees for physician services provided at **MMC are NOT included in the Hospital bill. Physician services are billed SEPARATELY. In addition to a fee for physician services, MMC is permitted to bill outpatients a facility fee for use of the hospital facilities, supplies, equipment, and nonphysician services.**