

As a part of our healing ministry, Mercy is committed to providing quality healthcare services to patients regardless of their financial situation. We offer payment assistance for those who do not have insurance or who are in financial need.

Summary of Mercy's Professional Services Financial Assistance Plan (FAP)

Eligibility Requirements

Mercy grants financial assistance to patients for emergency and other medically necessary care based on need. The Federal Poverty Guidelines are used in the determining level of financial assistance that is available

How to Apply for Financial Assistance

You may apply for financial assistance by completing an application or screening with one of Mercy's financial counselors at the time of your office visit or call Customer Service at **844-764-6850**. The application process includes financial asset testing.

Financial assistance is based solely on your ability to pay and not on the basis of age, race, religion, or nation origin

How to Receive the Full Financial Assistance Plan Policy and Application

The full financial assistance plan policy and application can be obtained from the following:

- www.mercy.net
- Registration desk at your physician's office

If you prefer to receive a copy via U.S. mail, please contact Mercy or call at:

Mercy Customer Assistance Department

1730 E Portland
Springfield, MO 65804
844-764-6850

For prevalent non-English languages in your community, translation services of the financial assistance plan policy and application may be available by calling **844-764-6850**.

