



**Functional Area:** Springfield and Joplin National Health Service Clinics  
**Number -Title:** H\_1043\_Mercy Financial Assistance Program\_National Health Service Clinics\_7.1.2018  
**Effective Date:** 1.12.2014  
**Revised Date:** 7/1/18, 2/1/18, 7/1/17, 1/9/17, 3/11/16, 12/29/15, 1/1/15  
**Approved by:** Robin Sumner, Executive Director Patient Services

**POLICY:**

To identify and provide Financial Assistance to patients who do not have the means to pay for the services rendered to them or their family members.

**PROCEDURE:**

Mercy Clinic will assess the needs of patients that have indicated a possible financial hardship. Financial Assistance eligibility is based upon family / household size and annual income. A sliding fee schedule is used to calculate the basic discount and is updated each year using the Federal Poverty Guidelines.

Financial Assistance may be extended to those patients who qualify for the following reasons:

- The patient is unable to pay for the services provided and cannot commit to an acceptable payment plan or bank loan due to financial hardship.
- The patient is currently not eligible for assistance programs on the state level or is pending approval by same agencies.

If a patient requests or indicates a need for Financial Assistance for one of the reasons cited above, the patient shall provide proof of hardship by providing the following:

- Completed Financial Statement Application.
- Driver's license, state identification card or other valid identification.
- Current year and complete federal and state tax return (if not available, must provide a 4506-T).
- Copy of unemployment letter/report showing weekly and maximum benefits.
- Three most recent pay stubs for mother, father and dependent children under age 18 living in household.
- Proof of eligibility with State Agencies (SSI, SSD, VA, Worker's Compensation, etc).
- Copy of Insurance Card(s) and/or Medicaid application made or rejection letter.

The Financial Statement application and above attachments will be returned to the Mercy Revenue Management Customer Assistance Department.

Patients excluded from this policy would be:

- Those patients receiving elective procedures.
- Patients that are possibly eligible for but have not yet applied for medical insurance or assistance programs sponsored by federal, state or local government.
- Financial Assistance will only apply to the patient’s liability portion of the charge after all other third party payments are applied.
- Financial Assistance will not be granted if account(s) are related to a personal injury claim, lawsuit, workers compensation or probate of estate as examples.

Once the patient has been identified as being eligible for Financial Assistance, a note will be placed in the patient’s billing account. The application is kept on file at the Business Office. Financial Assistance discounts are applied to all patient responsibility amounts as assessed by their insurance payor, including any copay amounts and may be applied to any additional balances incurred for 60 days after Financial Assistance posting date.

Professional services are covered by the H 1042 Professional Services Financial Assistance Program 2.1.2018 policy, except those departments specifically listed on the hospital include list, which are covered by the H 1041 Hospital and Health Services Financial Assistance Program 2.1.2018 policy.

**EXHIBITS**

Exhibit A: List of active NHSC sites

Site Name	Address	Active Affiliation
Mercy Health System-Joplin Women’s Health Office	100 Mercy Way Joplin, MO 64804	NHSC
Mercy Health System-Mercy Clinic Mountain View	104 E. US Hwy 60 Mountain View, MO 65548	NHSC
Mercy Health System- Mercy Clinic Marshfield	1040 W. Washington Marshfield, MO 65706	NHSC
Mercy Health System-Mercy Clinic Branson	1065 State Hwy 248 Branson, MO 65616	NHSC

Mercy Health System-Mercy Clinic St. James	107 W. Eldon St. James, MO 65559	NHSC
Mercy Health System- Mercy Clinic Buffalo	118 West Dallas Buffalo, MO 65622	NHSC
Mercy Health System-Mercy Clinic Mountain Grove	120 West 16 <sup>th</sup> Street Mountain Grove, MO 65711	NHSC
Mercy Health System-Mercy Clinic Willow Springs	1202 E. Mainness Hwy 60-63 Willow Springs, MO 65793	NHSC
Mercy Health System-Mercy Clinic Lockwood	1307 Main Lockwood, MO 65682	NHSC
Mercy Health System-Mercy Clinic Behavioral Health Lark Street	1312 East Lark Street Springfield, MO 65804	NHSC
Mercy Health System-Mercy Clinic Ava	1312 N. Highway 5 Ava, MO 65608	NHSC
Mercy Health System-Mercy Family Medicine Clinic Mt. Vernon	1319 S. Landrum St. Mt. Vernon, MO 65712	NHSC
Mercy Health System-Mercy Clinic Houston	1422 Sam Houston Blvd Houston, MO 65483	NHSC
Mercy Health System- Mercy Clinic Family Medicine Summersville	149 Rogers Avenue Summersville, MO 65571	NHSC
Mercy Health System- Mercy Women's Health Carthage	1515 Hazel Street Suite 101 Carthage, MO 64836	NHSC
Mercy Health System-Mercy Clinic Rolla Family Medicine	1605 Martin Springs Drive Suite 210 & 260 Rolla, MO 65401	NHSC
Mercy Health System-Mercy Clinic Rolla OBGYN	1605 Martin Springs Drive Suite 310 Rolla, MO 65401	NHSC
Mercy Health System-Mercy Clinic Rolla Maternal Fetal Medicine Clinic	1605 Martin Springs Drive Suite 320 Rolla, MO 65401	NHSC
Mercy Health System-Mercy Clinic Rolla Pediatrics	1605 Martin Springs Drive Suite 250 Rolla, MO 65401	NHSC
Mercy Health System-Mercy Clinic Family Medicine East Kearney	1640 E. Kearney St. Springfield, MO 65803	NHSC
Mercy Health System-Mercy Clinic Branson West	18598 Hwy 13 North Branson West, MO 65737	NHSC
Mercy Health System-Mercy Pediatrics Buena Vista	1911 South Buena Vista Carthage, MO 64386	NHSC
Mercy Health System-Mercy Clinic Rogersville	199 Johnstown Drive Rogersville, MO 65742	NHSC
Mercy Health System-Mercy Clinic West Kearney Family Medicine	2212 W. Kearney St. Springfield, MO 65804	NHSC
Mercy Health System-Shell Knob Clinic	22361 Oak Ridge Dr. Shell Knob, MO 65747	NHSC

Mercy Health System-Mercy Clinic Family Medicine Neosho	2550 Lusk Drive Neosho, MO 64850	NHSC
Mercy Health System-Mercy Clinic Hollister	290 Clift Court Hollister, MO 65672	NHSC
Mercy Health System-Mercy Clinic El Dorado Springs	309 E. Hospital Road El Dorado Springs, MO 64744	NHSC
Mercy Health System-Mercy Clinic Family Medicine Joplin	3126 Jackson Ave Suite 200 Joplin, MO 64804	NHSC
Mercy Health System-Mercy Clinic Monett	315 East Cleveland Monett, MO 65708	NHSC
Mercy Health System-Smith Glynn Callaway Family Medicine Clinic	3231 S. National Ave. Suite 220 Springfield, MO 65807	NHSC
Mercy Health System-Mercy Clinic Republic	332 South Main Republic, MO 65738	NHSC
Mercy Health System-Mercy Clinic Strafford	363 East Route 66 Strafford, MO 65757	NHSC
Mercy Health System-Mercy Clinic Birch Tree	3802 O'Banion St. Birch Tree, MO 65438	NHSC
Mercy Health System-Mercy Clinic Salem	404 Rolla Road Salem, MO 65401	NHSC
Mercy Health System-Mercy Clinic Seymour	418 West Steel Seymour, MO 65746	NHSC
Mercy Health System-Mercy Clinic Steelville	518 Pine Steelville, MO 65565	NHSC
Mercy Health System-Mercy Clinic Willard	520 East Jackson Willard, MO 65781	NHSC
Mercy Health System-Mercy Clinic Aurora	550 S. Hudson Avenue Aurora, MO 65605	NHSC
Mercy Health System-Mercy Clinic Psychiatry Joplin	5615 West 32 <sup>nd</sup> Street Joplin, MO 64804	NHSC
Mercy Health System-Mercy Clinic St. Robert	608 City Route 66 St. Robert, MO 65584	NHSC
Mercy Health System-Mercy Clinic Webb City	6151 N. Main Street Road Webb City, MO 64870	NHSC
Mercy Health System-Mercy Clinic Richland Internal Medicine & Pediatrics	904 South Pine Street Richland, MO 65556	NHSC
Mercy Health System-Mercy Clinic Family Medicine Cassville	92 Main Street Cassville, MO 65625	NHSC
Mercy Health System-Agape Family Medicine	331 Hospital Drive Ste C Lebanon, MO 65536	NHSC
Mercy Clinic Family Medicine-Berryville	207 Carter St Berryville, AR 72616	NHSC
Mercy Health System – Family Medicine Marionville (Part-Time)	1 N. College Ave Marionville, MO 65705	NHSC

Mercy Health System - Mercy 50 <sup>th</sup> Street Clinic	202 East 50 <sup>th</sup> Street Joplin, MO 64804	NHSC
Mercy Health System-Mercy Clinic Columbus Family Medicine	101 West Sycamore St Columbus, KS 66725	NHSC
Mercy Health System – Mercy Clinic Family Medicine Joplin	3126 Jackson Ave Suite 200 Joplin, MO 64804	NHSC
Mercy Health System – Mercy Clinic Family Medicine Lebanon	120 Hospital Drive Suite 100 Lebanon, MO 65536	NHSC
Mercy Health System – Mercy Clinic Family Medicine Oswego	805 Barker Dr Oswego, KS 67356	NHSC
Mercy Health System – Mercy Clinic Lebanon Internal Medicine and Pediatrics	120 Hospital Drive Suite 300 Lebanon, MO 65536	NHSC
Mercy Health System – Mercy Clinic Pediatrics Whiteside	2115 S Fremont Ave Ste 2900 Springfield, MO 65804	NHSC
Mercy Health System – Mercy Clinic Psychiatry	1965 S Fremont Ave #330 Springfield, MO 65804	NHSC
Mercy Health System – Mercy Clinic Psychology Springfield	Medical Gardens Building 2030 S. National Suite 105 Springfield, MO 65804	NHSC
Mercy Health System – Smith Glynn Calloway Pediatrics Clinic	3231 S. National Suite 100 (B) Springfield, MO 65807	NHSC