Facility Name:	Mercy Revenue Cycle	
Policy / Procedure:	MW MRC PSERV NHSC Financial Assistance Program Policy	
Original Effective Date:	1/12/2014	
Version Effective Date:	2/1/2021	
Approved:	Garrett Kates (Exec Dir-Pat Receivables Mgmt)	Date: 02/18/2021

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. Charity Care 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 Federal Poverty Guidelines.

Charity Care 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)

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.
- Financial assistance will only apply to the patient's liability portion of the charge after all other third party payments are applied.

Once the patient has been identified as being eligible for Charity Care, a note will be placed in the patient's billing account. The application is kept on file within the patient's EPIC account. Charity Care 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 charity care posted.

Professional services are covered by the MRC PSERV Professional Services Financial Assistance Program policy, except those departments specifically listed on the hospital include list, which are covered by the MRC PSERV_Hospital and Health Services Financial Assistance Program policy.

Exhibits A:

- Missouri
- Arkansas
- Kansas
- Oklahoma

Exhibit B:

- Sliding Fee Scale

EXHIBITS

Exhibit A: List of applicable NHSC sites

MISSOURI		
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 16th 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 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 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	NHSC

	Steelville, MO 65565	
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 32nd Street Joplin, MO 64804	NHSC
Mercy Health System – Mercy Clinic Psychiatry	1965 S Fremont Ave #330 Springfield MO 65804	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 Health System – Family Medicine Marionville (Part-Time)	1 N. College Ave Marionville, MO 65705	NHSC
Mercy Health System - Mercy 50th Street Clinic	202 East 50th Street Joplin, MO 64804	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 Clinic Rolla Convenient Care	1605 Martin Springs Dr Rolla, MO 65401-2982	NHSC
Whiteside Internal Medicine Clinic	2115 S Fremont Ave Springfield, MO 65804-2239	NHSC
Mercy Clinic East Sunshine	2730 E Sunshine St Springfield, MO 65804-2047	NHSC
Mercy Primary Care Southwest	2754 W Republic Rd Springfield, MO 65807-3901	NHSC
Mercy Clinic Cuba	114 Downey PL Cuba MO 65453-164	NHSC
Mercy Clinic Pediatrics Joplin (Part-Time)	3126 S Jackson Ave Joplin, MO 64804-2534	NHSC

Mercy Family Medicine SGC 240	3231 S National Ave Springfield, MO 65807-7304	NHSC
Smith Glynn Calloway Family Medicine Clinic - Suite 280	3231 S National Ave Springfield, MO 65807-7304	NHSC
Smith Glynn Calloway Family Medicine Clinic – Suite 240	3231 S National Ave Springfield MO 65807	NHSC
Smith Glynn Calloway Family Medicine Clinic (Suite 140)	3231 S National Ave Springfield, MO 65807-7304	NHSC
Mercy Clinic Rolla Internal Medicine	1605 Martin Springs Dr Rolla, MO 65401-2982	NHSC
Mercy Clinic Family Medicine Ozark	505 N 25th St Ozark, MO 65721-9069	NHSC
Mercy Clinic Family Medicine De Soto	5194 Jeremiah Blvd Hillsboro, MO 63050-5815	NHSC
Mercy Internal Medicine Fremont	1965 S Fremont Ave Springfield, MO 65804-2201	NHSC
Mercy Clinic Internal Medicine & Pallative Care	100 Mercy Way Joplin, MO 64804-4524	NHSC
Mercy Health System – Mercy Clinic Psychiatry	1965 S Fremont Ave #330 Springfield, MO 65804	NHSC
Mercy Clinic Nixa Family Medicine	940 W Mount Vernon St Ste 210 Nixa, MO 65714-9613	NHSC
Mercy Nixa Internal Medicine Clinic	941 W Mount Vernon St Ste 210 Nixa, MO 65714-9613	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
ARKANSAS		
Mercy Clinic Family Medicine-Berryville	207 Carter St Berryville, AR 72616	NHSC
Mercy Health System - Mercy Clinic Waldron RHC	1341 W. 6th St. Physician Building Waldron, AR 72958	NHSC

Mercy Health System - Mercy Clinic Mansfield RHC	100 N. Walnut Suite AMansfield, AR 72944	NHSC
Mercy Health System - Mercy Clinic Booneville RHC	128 Daniel Avenue Booneville, AR 72927	NHSC
Mercy Health System - Mercy Clinic Van Buren	2800 Fayetteville Rd. Van Buren, AR 72956	NHSC
Mercy Health System - Mercy Clinic Cedarville SBC	708 Pirates Way Cedarville, AR 72932	NHSC
KANSAS		
Mercy Health System-Mercy Clinic Columbus Family Medicine	101 West Sycamore St Columbus, KS 66725	NHSC
Mercy Health System – Mercy Clinic Family Medicine Oswego	805 Barker Dr Oswego, KS 67356	NHSC
Mercy Clinic Family Medicine Oswego	805 Barker Dr Oswego, KS 67356-9034	NHSC
ViaChristi Mercy Clinic Pittsburg	1300 E Centennial Dr Pittsburg, KS 66762-6650	NHSC
OKLAHOMA		
Mercy Clinic Primary Care – Ada	301 North Monte Vista St. Ada, OK 74820	NHSC
Healdton Mercy Hospital (CAH)	3462 Hospital Rd. Healdton, OK 73438	NHSC
Mercy Clinic Crescent	400 S Grand Crescent, OK 73028	NHSC
Mercy Clinic OB/GYN – Ada Arlington	2020 Arlington St. Suite 2 Ada, OK 74820	NHSC
Mercy Clinic Internal Medicine – Ada	520 N Monte Vista St, Suite A Ada, OK 74820	NHSC
Mercy Clinic Watonga	203 N Weigle Ave Watonga, OK 73772	NHSC
Mercy Clinic Guthrie – Academy	205 S. Academy Rd. Guthrie, OK 73044	NHSC
Mercy Clinic Guthrie – Division	2919 S Division St. Guthrie, OK 73044	NHSC
Mercy Clinic Primary Care – Ada	520 N Monte Vista St, Suite C	NHSC

	Ada, OK 74820	
Mercy Clinic Primary Care – Healdton	3472 Hospital Rd. Healdton, OK 73438	NHSC
Mercy Clinic Primary Care – Ada	530 N. Monte Vista Street Ada, OK 74820	NHSC

Exhibit B: Sliding Fee Scale

Professional Services Charity Guidelines

Based in 2021 Federal Poverty Income Guidelines

Family Size				1	2	3	4	5	6	7	8	9	10
Level	% of Poverty Level	Hospital Discount	Physician Discount	Range	Range	Range	Range	Range	Range	Range	Range	Range	Range
I	0 - 200%	100%	100%	$0.00 - $25,520	$0.00 - $34,480	$0.00 - $43,440	$0.00 - $52,400	$0.00 - $61,360	$0.00 - $70,320	$0.00 - $79,280	$0.00 - $88,240	$0.00 - $97,200	$0.00 - $106,160
II	201% - 250%	80%	70%	$25,521 - $31,900	$34,481- $43,100	$43,441- $54,300	$52,401 - $65,500	$61,361 - $76,700	$70,321 - $87,900	$79,281 - $99,100	$88,241- $110,300	$97,201 - $121,500	$106,161 - $132,700
III	251% - 300%	74%	50%	$31,901 - $38,280	$43,101 - $51,720	$54,301 - $65,160	$65,501 - $78,600	$76,701 - $92,040	$87,901- $105,480	$99,101 - $118,920	$110,301 - $132,360	$121,501 - $145,800	$132,701 - $159,240

For family units with more than 10 persons, add $4,540 to household income range for each additional person. *Effective 2.1.2021