



Functional Area: Springfield and Joplin National Health Service Clinics
Number -Title: H_1043_Mercy Financial Assistance Program_National Health Service Clinics_3.11.16
Effective Date: 1.12.2014
Revised Date: 3.11.16; 12.29.15; 1.1.2015
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. 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) 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.

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 at the Business Office. Charity Care discounts are applied to all existing self pay balances and may be applied to any additional balances incurred for 60 days after Charity Care posting date.

EXHIBITS

Exhibit A: List of active NHSC sites

Site Name	Address	Active Affiliation
Mercy Clinic Family Medicine - Birch Tree	3802 O’Banion St. Birch Tree, MO 65438	NHSC
Mercy Clinic Family Medicine - Cassville	92 Main St. Cassville, MO 65625	NHSC
Mercy Clinic Family Medicine – Mountain View	104 E. US Highway 60 Mountain View, MO 65548	NHSC
Mercy Clinic Family Medicine - Mt. Vernon	1319 S. Landrum Street Mt. Vernon, MO 65712	NHSC
Mercy Clinic Family Medicine – Summersville	149 Rogers Avenue Summersville, MO 65571	NHSC
Mercy Health System - Mercy Clinic Ava	1312 North Highway 5 Ava, MO 65608	NHSC
Mercy Health System - Mercy Clinic Aurora	550 S Hudson Avenue Aurora, MO 65605	NHSC
Mercy Health System - Mercy Clinic Behavioral Health Lark Street Clinic	1312 East Lark Street Springfield, MO 65804	NHSC
Mercy Health System - Mercy Clinic Branson	260 Terrace Road Branson, MO 65616	NHSC NURSE Corps
Mercy Health System - Mercy Clinic Branson West	18598 Highway 13 North Branson West, MO 65737	NHSC
Mercy Health System - Mercy Clinic Buffalo	118 West Dallas	NHSC

	Buffalo, MO 65622	
Mercy Health System - Mercy Clinic East Sunshine	2730 East Sunshine Springfield, MO 65804	NHSC
Mercy Health System - Mercy Clinic El Dorado Springs	309 East Hosptial Road El Dorado Springs, MO 64744	NHSC
Mercy Health System - Mercy Clinic Family Medicine East Kearney	1640 E Kearney St Springfield, MO 65803	NHSC
Mercy Health System - Mercy Clinic Family Medicine Joplin	3126 Jackson Avenue Suite 101 Joplin, MO 64804	NHSC
Mercy Health System - Mercy Clinic Family Medicine Neosho	2550 Lusk Drive Neosho, MO 64850	NHSC
Mercy Health System - Mercy Clinic Family Medicine Smith Glynn Callaway Suite 220	3231 S National Ave, Suite 220 Springfield, MO 65807	NHSC
Mercy Health System - Mercy Clinic Hollister	290 Cflift Court Hollister, MO 65672	NHSC
Mercy Health System - Mercy Clinic Houston	1422 Sam Houston Blvd Houston, MO 65483	NHSC
Mercy Health System - Mercy Clinic Internal Medicine Joplin	3126 S. Jackson Suite 100 Joplin, MO 64804	NHSC
Mercy Health System - Mercy Clinic Lockwood	1307 Main Lockwood, MO 65682	NHSC
Mercy Health System - Mercy Clinic Marshfield	1040 W Washington Marshfield, MO 65706	NHSC
Mercy Health System - Mercy Clinic Mountain Grove	120 West 16TH Street Mountain Grove, MO 65711	NHSC
Mercy Health System - Mercy Clinic Psychiatry Joplin	5615 West 32nd Street Joplin, MO 64804	NHSC
Mercy Health System - Mercy Clinic Psychology Springfield	Medical Gardens Building 2030 S. National, Suite 105 Springfield, MO 65804	NHSC
Mercy Health System - Mercy Clinic Republic	332 South Main Republic, MO 65738	NHSC
Mercy Health System - Mercy Clinic Rogersville	199 Johnstown Drive Rogersville, MO 65742	NHSC
Mercy Health System - Mercy Clinic Rolla Family Medicine (Suite 210)	1605 Martin Spring Drive Suite 210 Rolla, MO 65401	NHSC

Mercy Health System - Mercy Clinic Rolla Family Medicine (Suite 230)	1605 Martin Springs Drive Suite 230 Rolla, MO 65401	NHSC
Mercy Health System - Mercy Clinic Rolla Internal Medicine	1605 Martin Springs Drive Suite 260 Rolla, MO 65401	NHSC
Mercy Health System - Mercy Clinic Rolla OBGYN	1605 Martin Springs Drive, Suite 320 Rolla, MO 65401	NHSC
Mercy Health System - Mercy Clinic Rolla Obstetrics & Maternal Fetal Medicine Clinic	1605 Martin Springs Drive Ste. 320 Rolla, MO 65401	NHSC
Mercy Health System - Mercy Clinic Rolla Pediatrics	1605 Martina Spring Drive, Suite 250 Rolla, MO 65401	NHSC
Mercy Health System - Mercy Clinic Seymour	418 West Steel Seymour, MO 65746	NHSC
Mercy Health System - Mercy Clinic St. James	107 W Eldon St. James, MO 65559	NHSC
Mercy Health System - Mercy Clinic St. Robert	608 City Route 66 St. Robert, MO 65584	NHSC
Mercy Health System - Mercy Clinic Stafford	363 East Route 66 Stafford, MO 65757	NHSC
Mercy Health System - Mercy Clinic Webb City	6151 North Main Street Road Webb City, MO 64870	NHSC
Mercy Health System - Mercy Clinic West Kearney Family Medicine	2212 W Kearney Street Springfield, MO 65804	NHSC
Mercy Health System - Mercy Clinic Willard	520 East Jackson Willard, MO 65781	NHSC
Mercy Health System - Mercy Clinic Willow Springs	1202 E Mainness Highway 60-63 Willow Springs, MO 65793	NHSC
Mercy Health System - Mercy Pediatrics Buena Vista	1911 South Buena Vista Carthage, MO 64386	NHSC
Mercy Health System - Mercy Women's Health Carthage	1515 Hazel Street Suite 101 Carthage, MO 64836	NHSC
Mercy Health Systems - Mercy Clinic Cuba	114 Downy Place Cuba, MO 65453	NHSC NURSE Corps
Mercy Health Systems - Joplin Women's Health Office	100 Mercy Way Joplin, MO 64804	NHSC

Mercy Health Systems - Mercy Clinic Monett	315 East Cleveland Monett, MO 65708	NHSC
Mercy Health Systems - Mercy Clinic Psychiatry	1965 South Fremont Avenue, #330 Springfield, MO 65804	NHSC
Mercy Health Systems - Mercy Clinic Richland	904 South Pine Street Richland, MO 65556	NHSC
Mercy Health Systems - Mercy Clinic Salem	404 Rolla Road Salem, MO 65560	NHSC
Mercy Health Systems - Mercy Clinic Steelville	518 Pine Steelville, MO 65565	NHSC
Mercy Health Systems - Shell Knob Clinic	22361 Oak Ridge Dr. Shell Knob, MO 65747	NHSC