

# *North Valley*

## HEALTH CENTER

### COMMUNITY CARE PROGRAM FINANCIAL ASSISTANCE PLAIN LANGUAGE SUMMARY

#### **Financial Assistance Offered**

North Valley Health Center's mission is to provide compassionate, quality care focusing on the unique needs of our patients and their families. As part of this mission, North Valley Health Center offers financial assistance through its Community Care Program to patients unable to pay for emergency or medically necessary health care services.

#### **Eligibility Requirements and Assistance Offered**

Eligibility for financial assistance is based on multiple factors, including condition and care required, insurance coverage or other sources of payment (including personal injury claims), income (Federal Poverty Level guidelines used to determine the amount of financial assistance offered), and family size.

Patients must comply with the application process, including submitting tax returns, bank statements, and pay stubs.

#### **How to Apply for Assistance**

The patient or any person involved in the care of the patient, including a family member or provider, can express financial concerns during the patient's care. The patient or responsible party will then be encouraged to complete a Community Care Program Application.

Financial assistance is limited to emergency or medically necessary care provided by eligible providers at North Valley Health Center. North Valley Health Center will uphold the confidentiality and dignity of each patient, and any information submitted for consideration of financial assistance will be treated as protected health information under the Health Insurance Portability and Accountability Act (HIPPA).

#### **Where to Obtain Copies**

North Valley Health Center's Community Care Program Policy and Application are available free of charge by visiting our facility in person at 300 West Good Samaritan Drive, Warren MN 56762 or by calling our Business Office at (218) 745-4211 and requesting a copy by mail. The policy and application are also available online at <https://www.northvalleyhealth.org/about/policies-programs/> for downloading and printing.

#### **Contact for Information and Assistance**

Additional information about the Community Care Program and assistance with the application process can be obtained:

- By calling our Business Office at (218) 745-4211
- By faxing our Business Office at (218) 745-4215
- By emailing [administration@northvalleyhealth.org](mailto:administration@northvalleyhealth.org)

#### **No More Than Amount Generally Billed (AGB)**

A patient determined to be eligible for financial assistance under our Community Care Program may not be charged more than the amounts generally billed for emergency or medically necessary health care to patients who have insurance for such care.