



Financial Assistance Policy – Plain Language Summary

We understand there are times when patients are not able to afford their healthcare bills. The Froedtert Health Financial Assistance Program is designed to assist patients when they are not able to afford their healthcare bills. Froedtert Health's Financial Assistance Program provides eligible patients full or partial discounts on their healthcare bills for emergency or medically necessary care. This is a summary of the Froedtert Health Financial Assistance Policy and the financial assistance application process.

Availability of Financial Assistance: Patients who receive eligible healthcare services, submit a Financial Assistance Application (including the required documentation and other information), and are determined to be eligible for assistance under Froedtert's Financial Assistance Policy, will be eligible to receive financial assistance in paying for those services. Please note that there are certain services that are not eligible for financial assistance, for example transplants, cosmetic services, bariatric services, reproductive medicine and other services.

Financial Assistance Eligibility: Generally, patients are eligible for financial assistance through the Financial Assistance Program based on their household income level and certain other assets. Patients and/or the responsible parties with household income equal to or less than 250% of the Federal Poverty Level may be eligible for a discount of 100%. Patients and/or the responsible parties with family income greater than 250% of the Federal Poverty Level may be eligible for a discount ranging from 71% - 95% determined by a sliding scale. No person eligible for financial assistance under the Financial Assistance Program will be charged more for emergency or other medically necessary care than amounts generally billed to individuals who have insurance covering such care. If you and/or the responsible party have sufficient insurance coverage or assets available to pay for your hospital care, you may not be eligible for financial assistance.

How To Obtain Information: Financial Assistance applications (and assistance in completing the application) as well Froedtert's Financial Assistance Policy may be obtained as follows:

- Obtain a free application at the hospital's admissions desk or from the Financial Counselors located at each of Froedtert Hospital, Froedtert Menomonee Falls Hospital, Froedtert West Bend Hospital, and Froedtert Holy Family Memorial Hospital, Froedtert Community Hospital – Mequon, Froedtert Community Hospital – New Berlin, Froedtert Community Hospital – Oak Creek, and Froedtert Community Hospital – Pewaukee.
- Request to have a free application mailed to you and/or obtain assistance in completing the application by calling 800-803-8155.
- Request a free application by mail at: Froedtert Health, Inc., Patient Financial Services, 400 Woodland Prime, N74W12592 Leatherwood Court, Menomonee Falls, WI 53051.
- Download a copy of Froedtert Health's Financial Assistance Policy and/or a financial assistance application free of charge through the Froedtert Health website: www.froedtert.com/financial-services.

This plain language summary, the Financial Assistance Policy, and the Financial Assistance application are available in Spanish, Hmong, Russian, and Arabic at each of the locations listed above. Please refer to the full Financial Assistance Policy for a complete explanation and details of the Froedtert Health Financial Assistance Program.