

## Financial Assistance Policy Plain Language Summary

### **Financial Assistance Policy**

Anne Arundel Medical Center (AAMC) promotes access to all medically necessary services regardless of an individual's ability to pay. AAMC will provide Financial Assistance based on indigence or high medical expenses for patients who meet specified financial criteria and request such assistance. A patient who is eligible for financial assistance will not be charged more than the amount generally billed to other payers.

### **Eligibility Determination Process**

1. Interview patient or a family member
2. Verify all other forms of assistance have been exhausted
3. Obtain annual gross income and supporting documentation
4. Determine eligibility (preliminary eligibility within two business days)
5. If the patient or family members do not disclose the financial information required to make a determination under this policy, standard collection efforts will apply to the patient's account. No Extraordinary Collection Actions (ECAs) will be taken for at least 120 days from the first post-discharge billing statement.
6. All applications received within 240 days of the first post-discharge billing statement will be considered. If ECAs have occurred prior to receiving an application, those ECAs will be suspended until the application for financial assistance is processed.

### **How to Apply**

- Applications can be taken orally by calling 1-443-481-6500
- Patients may apply in person at the Financial Advocacy Office which is located in the Ambulatory Care Pavilion on the first floor of AAMC's main campus between 8:30 a.m. and 4:00 p.m., Monday through Friday
- The Financial Advocacy Office will mail a free copy of AAMC's financial assistance policy and financial assistance application to any patient who requests those documents
- Patients may apply on the internet at <http://www.aahs.org/patients-visitors/billing.php>
- Applications are available in English and en Español