



Financial Assistance - Plain Language Summary

INTEGRIS Health understands that it can be difficult for some patients to afford to pay their medical bills. For this reason, INTEGRIS Health provides financial assistance for qualifying patients who receive medically necessary and generally available care from INTEGRIS Health. This summary provides a brief overview of INTEGRIS Health Financial Assistance Policy.

Who is Eligible?

Financial assistance is generally determined by your total household income as compared to the Federal Poverty Level. Patients with family incomes less than or equal to 200% of the Federal Poverty Level are eligible for a 100% charity care write-off of the portion of the charges for which you are responsible. Patients with family incomes ranging from 201% to 400% of the Federal Poverty Level, are eligible for discounted rates on a sliding scale. To qualify for financial assistance, patients must complete a financial assistance application, provide requested documents to verify financial need and meet other eligibility criteria. Patients who are eligible for financial assistance will not be charged more for eligible care than the amounts generally billed to patients who have insurance coverage covering such care. You may be asked if you have insurance of any kind to help pay for care. You may be asked to show that insurance or a government program will not pay for care.

What Services Are Covered?

Financial Assistance is only available for health services that are both medically necessary and generally available and provided by INTEGRIS Health. These terms are defined in the Financial Assistance Policy.

How Can I Apply?

You must apply for financial assistance by completing a written application and providing requested supporting documentation, as described in the Financial Assistance Policy and the Financial Assistance Policy application. The Financial Assistance Policy application instructions will be made available upon the patient's request. Patients may apply for financial assistance before or after the medical services have been provided.

The Financial Assistance application and instructions may be accessed and printed directly from the INTEGRIS Health website at www.integrishhealth.org. Patients may also request a copy of the Financial Assistance application instructions by mail or email. To request a copy of the documents by mail, patients should call the INTEGRIS Health Business Office at **(855)409-5458**. An electronic copy of the Financial Assistance application can be requested by emailing INTEGRISHealthFinancialAssistance@integrishhealth.org.

How Can I Get Help with an Application?

For help with a Financial Assistance Policy application, you may contact us by:

Phone: (855) 409-5458

Fax: (405) 949-9120

Email: INTEGRISHealthFinancialAssistance@integrishhealth.org.

In-Person: 5300 N Independence Avenue, Suite 130, Oklahoma City, OK 73112

Office hours are Monday-Friday 8:00am-5:00pm.

After the completed application has been reviewed, a determination of eligibility or non-eligibility will be made, and you will be notified of the decision.



How Can I Get More Information?

Copies of the Financial Assistance Policy and application form are available at www.integrishhealth.org and the INTEGRIS Health Business Office, 5300 N Independence Avenue, Suite 130, Oklahoma City, OK 73112. Free copies of the Financial Assistance Policy and application can be obtained by mail by calling the INTEGRIS Business Office at (855) 409-5458 or emailing INTEGRISHealthFinancialAssistance@integrishhealth.org. Additionally, information is available upon request in any admissions area and at any INTEGRIS Health Facility and Clinic

What If I Am Not Eligible?

If you do not qualify for financial assistance under the Financial Assistance Policy, you may qualify for other types of assistance. For more information, please contact the INTEGRIS Health Business Office, 5300 N Independence Avenue, Suite 130, Oklahoma City, OK 73112 by telephone at (855) 409-5458.

Provider List:

Financial assistance is not available to services provided by providers who are not employed by INTEGRIS Health or other providers who treat you at an INTEGRIS Health facility, but bill separately from INTEGRIS Health for their services and do not participate in the INTEGRIS Health Financial Assistance Program. A full list of providers can be found in a separate document available at www.integrishhealth.org and the INTEGRIS Health Business Office, 5300 N Independence Avenue, Suite 130, Oklahoma City, OK 73112.

Translations of the Financial Assistance Policy, the Financial Assistance application, and the plain language summary are available, upon request, in English, Spanish, and Vietnamese.

Referenced policies:

SYS-RCM-116: Billing and Collections Policy ***SYS-RCM-100: Financial Assistance Policy***

SYS-LGL-111: EMTALA Requirements and Flow Chart