



Plain Language Summary of Financial Assistance Southwest Health Center and Southwest Behavioral Services

Overview

Southwest Health Center and Southwest Behavioral Services is committed to offering financial assistance to people who have health care needs and are not able to pay for care. You may be able to get financial assistance if you are not insured, underinsured, not eligible for a government program, do not qualify for governmental assistance (for example Medicaid or Medicare), or who are approved for Medicaid but the specific medically necessary service is considered non-covered by Medical Assistance. Southwest Health Center, Inc. strives to make sure that the financial capacity of people who need health care services does not prevent them from seeking or receiving care. This is a summary of the Southwest Health Center, Inc. Financial Assistance Policy (FAP).

Availability of Financial Assistance

You may be able to get financial assistance if you do not have insurance, are underinsured, or if it would be a financial hardship to pay in full the expected out of pocket expenses for services at Southwest Health Center and Southwest Behavioral Services. Please note that there are certain services exclusions that are not typically eligible for financial assistance, including but not limited to programs where package pricing and discounts are offered, or retail sales.

Eligibility Requirements

Financial assistance is generally determined by a sliding scale of total household income based on the *Federal Poverty Level (FPL)*. If you and/or the responsible party's income combined are at or below 200% of the federal poverty guidelines, you will have no financial responsibility for the care given by Southwest Health Center and Southwest Behavioral Services. If you fall between 200 and 500%, you may get discounted rates for the care given by the provider. No person eligible for financial assistance under the FAP 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 have sufficient insurance coverage or assets available to pay for your care, you may not be eligible for financial assistance. Please refer to the full policy for a complete explanation and details.

With us, it's always personal

1400 Eastside Road, Platteville, WI 53818

p.608.348.2331

f.608.342.4713

southwesthealth.org

Where to Find Information

There are many ways to find information about the FAP application process, or get copies of the FAP or FAP application form. To apply for financial assistance you may:

- Download the information online at <https://www.southwesthealth.org/services/patient-financial-services/>
- Request the information in writing by mail or by visiting the Patient Financial Services department at 1400 Eastside Road, Platteville, WI 53818
- Request information by calling our direct line at **1-608-342-4717**.

Availability of Translations

The Financial Assistance policy, application form, and the plain language summary can be offered in English and Spanish. Southwest Health Center and Southwest Behavioral Services may elect to furnish translations aids, translation guides, or provide assistance through use of qualified bilingual interpreter by request. For information about Southwest Health Center and Southwest Behavioral Services Financial Assistance Program and translation services, please call for a representative at **1-608-342-4717**.

How to Apply

The application process involves filling out the financial assistance form and submitting the form along with the supporting documentation to Southwest Health Center, Inc. for processing. You may also apply in person by visiting the Patient Financial Services department at the address listed below. Financial assistance applications are to be submitted to the following office:

Southwest Health Center, Inc.
1400 Eastside Road
Platteville, WI 53818