

Advocate Aurora Health

Financial Assistance Policy Plain Language Summary

It is the policy of Advocate Health and Aurora Health Care and affiliates, collectively Advocate Aurora Health, Inc. (AAH), to provide financial assistance to patients in need. AAH will extend medically necessary services at no cost, or at a reduced amount, to individuals who are eligible under the Financial Assistance Policy (FAP) criteria. In accordance with the law, AAH will always provide a medical screening and necessary stabilizing treatment to patients in a hospital emergency department even if they can't demonstrate the ability to pay for that care.

Financial Assistance Eligibility:

Financial assistance is available to permanent residents of Illinois and Wisconsin who have been treated by an AAH provider for their injury or illness and is determined by the total household income as compared to the Federal Poverty Level (FPL). Household income less than or equal to 300% of the FPL will qualify for a 100% financial assistance discount on their portion for eligible services. Patients must cooperate in exploring and enrolling in other available coverage opportunities to be eligible for assistance.

Patients who are eligible for financial assistance will not be charged more for emergency or other medically necessary care than the Amounts Generally Billed (AGB). For more information on the calculation of the AGB, please contact our Patient Billing Contact Center.

Patients who qualify under certain federal and state assistance programs, such as food stamps or subsidized housing, may be considered eligible for a 100% financial assistance discount and no application is necessary. We may ask for verification of eligibility if AAH is unable to verify eligibility electronically. All financial assistance criteria are described in detail in AAH's full FAP.

Illinois patients at Illinois facilities only: Per the Illinois Hospital Uninsured Patient Discount Act (210 ILCS 89/1) (HUPDA), uninsured patients with income between 301% and 600% of the applicable FPL may qualify to receive a partial financial assistance discount. The maximum amount that may be collected in a 12-month period for health care services provided by the hospital from an eligible uninsured patient is 20% of the patient's family income. Full details can be found in AAH's full FAP.

Applying for Financial Assistance:

A completed financial assistance application and supporting documentation should be submitted to AAH no later than 240 days following the first billing statement for care. Financial Advocates located onsite at every hospital are available to provide more information about and provide any needed assistance with the Financial Assistance application process. For more information about AAH's financial assistance programs or to obtain free copies of the financial assistance application, plain language summary or policy (available in multiple languages) you may:

Illinois-Advocate Health Patients	Wisconsin- Aurora Health Care Patients
Visit: https://www.advocatehealth.com/about-us/financial-assistance-for-patients/ Call: (847) 795-2300 to speak to a Financial Advocate Mail: Advocate Health Care Financial Assistance, P.O. Box 3039, Oak Brook, IL 60522-9908	Visit: www.aurorahealthcare.org/patients-visitors/billing-payment/financial-assistance Call: 1-800-326-2250 to speak to a Financial Advocate Mail: Aurora Health Care Financial Assistance, PO Box 909996, Milwaukee, WI 53209