

Financial Assistance Policy – Plain Language Summary

Patients who meet certain income and asset levels may qualify for financial assistance for hospital charges based on the income levels below and apply that assistance to the patient responsibility amount (amount due after insurance).

Income level of Federal Poverty Level	Discount
Up to 200%	100% FAP adjustment applied
200-300%	85% adjustment applied
300-400%	75% adjustment applied

If you receive an award of financial assistance from USA Health System and the award does not cover 100% of USA Health's charges for the services provided, a patient will not be billed more than the amounts generally billed (AGB) to patients under the look-back method. The look-back method is the percentage of charges that USA Health System would have received from a combination of Medicare and all private insurers' patients.

If you think you may qualify for financial assistance, complete the financial assistance application and provide the required documentation. The application and full policy are available at <https://www.usahealthsystem.com/bill-pay/financial-assistance> or you can obtain an application by:

- Calling the USA Health System Business Services Department at (251) 434-3505, Monday – Friday, 8am – 4:30pm, to request a copy of the application by mail, free of charge
- Presenting in person to our Emergency Department or at any Registration area to request a copy of the application
- By visiting any of the following locations:
 - University Hospital 2451 University Hospital Dr. Mobile, AL 36617
 - Children's and Women's Hospital 1700 Center St. Mobile, AL 36604
 - Providence Hospital 6801 Airport Blvd. Mobile, AL 36608
 - Business Services Center 3929 Airport Blvd. Bldg. 1 Mobile, AL 36608

For assistance completing the application or clarification on required documents, you may contact a financial counselor at (251) 434-3505 between the hours of 8am – 4:30pm, Monday – Friday.

Forward your completed financial assistance application and documents to:

USA Health
Attention: Business Office Financial Counselor
P.O. Box 40010
Mobile, AL 36640-0010