



Doylestown Hospital Financial Assistance Policy – Plain Language Summary

Doylestown Hospital's ("Doylestown") Financial Assistance Policy ("FAP") exists to provide financial assistance to eligible patients who have healthcare needs and are uninsured, underinsured, ineligible for other government assistance, or are otherwise unable to pay for emergent or other medically necessary care based on their individual financial situation. Patients seeking financial assistance must apply for the program, which is summarized herein.

Eligible Services: Financial assistance is only available for emergency or other medically necessary healthcare services. Not all services provided within Doylestown's hospital facility are covered under this FAP. Certain services which are separately billed by other providers, such as physicians or laboratories, may not be covered. Please refer to Appendix A of Doylestown's FAP for a list of providers that provide healthcare services within the Doylestown hospital facility.

Eligible Patients: Patients receiving eligible services, who submit a complete financial assistance application (including related documentation/information), and are determined eligible for financial assistance.

How to Apply: The FAP and FAP Application may be obtained/completed/submitted as follows:

- Download the documents from the following website:
<https://www.doylestownhealth.org/for-patients-visitors/billing-finance/financial-assistance-program>
- Request documents be mailed to you, by calling Doylestown's Patient Billing & Financial Services Office at (215) 345-2198.
- Paper copies are also available at the Patient Billing & Financial Services Office located at:

Doylestown Hospital, 595 West State Street, Doylestown, PA 18901

The Patient Billing and Financial Services office is located on the ground floor below the main lobby of the hospital. To get to the office enter the main lobby and proceed straight to the elevators located on the left, past the Well Bean coffee cart. Take the elevator down to the ground floor. Once on the ground floor turn left and then left again at the next hallway. The Patient Billing and Financial Services office will be directly in front of you.

- All completed Applications (with required documentation) should be delivered or mailed to:

Doylestown Hospital, Patient Billing & Financial Services, 595 West State Street, Doylestown, PA 18901

Determination of Financial Assistance Eligibility: Generally, patients may be eligible for financial assistance, using a sliding scale, when their Household Gross Income is below 400% of the Federal Poverty Level ("FPG"). Any individual determined to be eligible for financial assistance under the FAP will not be charged more than Amounts Generally Billed ("AGB") for any emergency or other medically necessary healthcare services. Any FAP-eligible individual will always be charged the lesser of AGB or any discount available under the FAP.

Financial assistance levels, based solely on Household Gross Income, Family Size and FPL, are:

- Household Gross Income less than or equal to 250% of FPL
Full financial assistance; \$0 is billable to the patient.
- Household Gross Income greater than 250% but less than 400% of FPL
Partial financial assistance based on annual predetermined sliding scale; AGB is maximum billable to the patient.

There are instances when a patient appears to be eligible for financial assistance, but there is no financial assistance form on file due to lack of supporting documentation. Presumptive eligibility may be determined through the Trans Union Healthcare Revenue Cycle credit report. If determined to be eligible for less than the most generous assistance available, Doylestown will provide additional information on how to apply for more generous assistance.

Doylestown's FAP, Application and PLS are available in English and in the primary language of populations with limited proficiency in English ("LEP") that constitutes the lesser of 1,000 individuals or 5% of the community served by Doylestown's primary service area.

For help, assistance or questions please visit or call Doylestown's Patient Billing & Financial Services Office (address and telephone number included above).