



## **Financial Assistance Policy Plain Language Summary Financial Assistance for Emergency or Other Medically Necessary Care in a Crossing Rivers Health Facility\***

If you are unable to pay your bill, please contact us at the telephone number or address below to see if you are eligible for financial assistance. Each patient's need for financial assistance is evaluated according to the level of his/her household income. Individual circumstances and relevant facts, such as reported income, assets, liabilities, expenses, and other available resources will be evaluated. Free care is available to patients whose household income is 300% or below the federal poverty level. See <http://aspe.hhs.gov/poverty/index.cfm> for the current federal poverty guidelines published by the U.S. Department of Health and Human Services.

The complete financial assistance policy ("FAP"), along with an application for financial assistance, can be found at [www.crossingrivers.org/patients-and-visitors/patient-resources/billing-information](http://www.crossingrivers.org/patients-and-visitors/patient-resources/billing-information). Paper copies are also available at Business Office area within the hospital facility and will be mailed free-of-charge to a patient upon request:

Requests by phone: 608-357-2000  
Requests by mail: Crossing Rivers Health  
ATTN: Business Office  
37868 US Hwy 18  
Prairie du Chien, WI 53821

Individuals may apply for financial assistance under the facility's FAP by mailing a completed application, along with proof of household income, to the above address or by bringing the application and proof of household income to Crossing Rivers Health Business Office. Patients may also call or visit the above location to receive assistance with the application process. In the case of emergency or other medically necessary care covered under the FAP, patients eligible under a hospital facility's FAP may not be charged more than the amounts generally billed to individuals who have insurance covering such care.

Translations of the FAP, the application for financial assistance, and the FAP Plain Language are available.

\*The following facilities of Crossing Rivers Health:

Crossing Rivers Health Medical Center  
Crossing Rivers Health Primary Care Clinic (PDC)  
Crossing Rivers Health Behavioral Health  
Crossing Rivers Health Clinic (Fennimore)