**PLAIN LANGUAGE SUMMARY**

Family Health West’s Financial Assistance Policy aligns with our mission. FHW provides the highest quality medical care to individuals in our community who may be unable to pay the full cost of needed services.

Patients may qualify for financial assistance if they meet the eligibility requirements as outlined in our Financial Assistance for Patients Policy. Based on financial need, patients may be eligible for a full or partial reduction of their hospital bill and will not be expected to pay more for emergency or other medically necessary care that the amounts billed to third party insurance companies.

Family Health West will assist patients who are uninsured or underinsured to determine if any portion of their medical bills can be paid by a federal, state, or local program. For patients who are not eligible for public assistance, our Financial Counselor will discuss other available options. We offer monthly payment plans as well as a bill discounts based on family size and household income.

Patients must complete and submit the Application for Financial Assistance and present proof of his/her income. Family size and household income are analyzed by our Financial Counselor based on federal guidelines to determine benefits. Individuals applying for assistance will not be denied based upon race, religion, sex, age, or national origin.

**Applying for Assistance**

The Application for Financial Assistance and the Financial Assistance Policy can be found on our website at [www.fhw.org](file:///C:\Users\jhector\Downloads\www.fhw.org). Additionally, copies are available at the hospital’s admissions desk and from the Financial Counselor. For more information, please call the **Financial Counselor at (970) 200-1714 or (970) 858-2782, Monday through Thursday, from 9:00 AM to 4:30 PM.**

This Summary, the complete Financial Assistance Policy, and the Application for Financial Assistance are available to the public in both English and Spanish.

**Confidentiality of Information**

Family Health West understands the importance of protecting all private and sensitive information that is provided to us. We respect the privacy of all current and prospective patients and do not share any information without prior approval. The information provided to us is used solely to determine qualification for financial assistance programs.