

Patient Information

Notice Of Financial Assistance

If you do not have insurance, you may worry that you will not be able to pay for your care in full. Talk to us; we may be able to help.

MidMichigan Health treats every patient with compassion, dignity and respect. MidMichigan Health provides fair pricing for the medical services it provides. We also assist patients with finding options to help manage their medical costs.

You may be eligible for help with your medical bill through our Patient Financial Assistance Program.

How Do I Qualify for the Program?

You must meet these criteria to be eligible for the program.

- You must be a U.S. citizen or a legal resident;
- You must live in MidMichigan Health's service area;
- You must meet one of these income criteria:
 - Fall below 300% of the Federal Poverty Guidelines
 - Fall between 301% and 350% of the Federal Poverty Guidelines
 - Have MidMichigan Health medical bills that exceed 30% of your household income

Program Discounts

If you meet these criteria, you will qualify for one of these discounts:

- A 100% discount on qualifying medical services
- Or a partial discount on qualifying medical services



MidMichigan Health
UNIVERSITY OF MICHIGAN HEALTH SYSTEM

How Do I Apply for the Program?

To apply for the program, you must complete an application and provide supporting documents. You have up to 240 days after you receive your first bill to apply. After MidMichigan Health receives your completed application, we will provide you a decision in writing within 30 days.

Debt Collection

MidMichigan Health will not pursue any collections actions against any person without first using reasonable efforts to determine if the person is eligible for financial assistance. However, if we are unable to collect payments after making reasonable efforts, we may pursue additional collection actions. Therefore, it is important that you let us know if you have any concerns with paying your bill and work with us to explore your assistance options. Please refer to our Debt Collection Policy for more information.

Financial Counselors

Financial counselors are available Monday through Friday during normal business hours or by appointment. Financial counselors are Certified Application Counselors who can assist with Market Place Application. They can be reached by calling (844) 832-1956. We will treat your questions with confidentiality and courtesy.

In addition, the Department of Human Services has an Eligibility Specialist (FIA) at some MidMichigan Health locations to assist you or your family.

For More Information

You can get a free copy of the Financial Assistance Policy, Debt Collection Policy, and Application for Financial Assistance in one of these ways:

- Go to our website: www.midmichigan.org/fap
- Speak with our financial counselors at a MidMichigan Medical Center or MidMichigan Physicians Group Cashier Office
- Send a request by mail to MidMichigan Health Business Office, 4000 Wellness Drive, Midland, MI 48670
- Call us toll free at **(844) 832-1956** to request a copy



MidMichigan Health
UNIVERSITY OF MICHIGAN HEALTH SYSTEM