



# Financial Assistance

*For information call 1-833-661-1846*

## **Are You in Need of Financial Assistance for Hospital Expenses?**

Many patients are concerned about their ability to pay their hospital bills. If you are uninsured, under-insured, or simply burdened by personal expenses, we may be able to help.

## **Financial Liaisons at Your Service**

The Regional West Health Services FAST financial liaisons help patients and their families find resources that may be available to help pay hospital bills.

## **FAST Services**

- Identify programs for which you may qualify
- Streamline the application process
- Get answers to your financial questions
- Provide forms and applications
- Refer you to outside assistance programs

## **FAST Assistance Programs**

- Medicaid/MCO
  - Nebraska Total Care
  - Healthy Blue
  - United Health Care Community Plan
- Kids Connection
- Every Woman Matters
- Social Security - disability and age-related
- Veterans assistance
- Indian Health Services
- County assistance
- Vocational rehabilitation

## **Hospital Assistance**

If you do not qualify for outside assistance programs, Regional West Health Services offers several options to assist you with hospital expenses. Ask our financial liaisons for more information about hospital assistance with

- Payroll deductions - RWHS employees
- Bank loans
- Credit card billing
- Financial assistance
- Payment arrangements

## **Private and Confidential**

Regional West Health Services and the Financial Assistance Specialists respect and honor your privacy, confidentiality, and security.

## **Contact us**

**Email** [FAST@rwhs.org](mailto:FAST@rwhs.org)

**Phone** 1-833-661-1846

**Physical Address** 4021 Avenue B, Scottsbluff, NE 69361-4602

**Mailing Address** P.O. Box 1437, Scottsbluff, NE 69363-1437

**Hours** Monday - Friday 8 a.m. to 4:30 p.m.



[Revised: 5/1/22]

## REGIONAL WEST HEALTH SERVICES-FINANCIAL ASSISTANCE POLICY PLAIN LANGUAGE SUMMARY

Regional West Health Services Financial Assistance Policy/Program (FAP) exists to provide eligible patients, partially or fully discounted emergency or other medically necessary healthcare services provided by Regional West Health Services hereinafter referred to as "RWHS." Patients seeking Financial Assistance must apply for the program, which is summarized herein.

Eligible Services-Emergency or other medically necessary healthcare services provided by RWHS and billed by RWHS. The FAP only applies to services billed by RWHS. Other services, which are separately billed by other providers, such as affiliated or non-affiliated physicians or independent laboratories, are not eligible under the FAP. For more information on providers who are and are not subject to the FAP see the FAP or, for a list of providers who are or are not subject to the FAP, contact the RWHS Financial Assistance Specialist Team at 1-833-661-1846, email [FAST@rwhs.org](mailto:FAST@rwhs.org), or visit <https://www.rwhs.org/about-your-bill>.

Eligible Patients-Patients receiving eligible services, who submit a complete a Financial Assistance Application (including related documentation/information), and who satisfy the current income guidelines set forth in the FAP are eligible for Financial Assistance by RWHS. Eligible Persons are eligible for Financial Assistance, when their Family Income is at or below 400% of the Federal Government's Federal Poverty Levels (FPL). **Eligibility for Financial Assistance means that Eligible Persons will have their care covered fully or partially, and they will not be billed more than "Amounts Generally Billed" (AGB) to insured persons.**

Financial Assistance levels, based solely on Family Income and FPL, are:

- Family Income at 0 to 400% of FPL - Full Financial Assistance; \$0 is billable to the patient
- Family Income greater than 400% of FPL - Partial Financial Assistance; AGB is maximum billable to the patient

Note: Other criteria beyond FPL are also considered (i.e., availability of cash or other assets that may be converted to cash, and excess monthly net income relative to monthly household expenditures) which may result in exceptions to the preceding. If no Family Income is reported, information will be required as to how daily needs are met.

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

- At RWHS's main Registration desk or Emergency Room desk.
- Request documents be mailed to you, by calling RWHS's Financial Assistance Specialist Team at 1-833-661-1846.
- Request documents by mail or visiting in person at: RWHS Financial Assistance Specialist Team, Regional West Health Services, 4021 Avenue B, Scottsbluff, Nebraska 69361-4602.
- Download the documents from RWHS's website: <https://www.rwhs.org/about-your-bill>.
- Email us directly at [FAST@rwhs.org](mailto:FAST@rwhs.org).
- Mail completed applications (with all documentation/information specified in the application instructions) to: RWHS Financial Assistance Specialist Team, 4021 Avenue B, Scottsbluff, Nebraska 69361-4602.

RWHS reviews submitted applications which are complete and determines Financial Assistance Eligibility in accordance with RWHS's Financial Assistance Policy. Incomplete applications are not considered, but applicants are notified and given an opportunity to furnish the missing documentation/information.

Translated copies of the FAP, this Plain Language Summary, and the FAP Application are available in Spanish upon request in person at the address below or by download on RWHS's website at <https://www.rwhs.org/about-your-bill>.

For help, assistance or questions related to filling out the FAP Application please visit or call: RWHS Financial Assistance Specialist Team, Regional West Health Services, 4021 Avenue B, Scottsbluff, Nebraska 69361-4602, 1-833-661-1846; Monday through Friday from 8:00 a.m. to 4:30 p.m.