



FINANCIAL ASSISTANCE POLICY PLAIN LANGUAGE SUMMARY

Obtaining Assistance with your Bill

In keeping with our mission, Renown Health cares for people and their health needs regardless of the ability to pay. To meet the community's needs, Renown's hospitals offer financial assistance to eligible patients/guarantors (person that is financially responsible) who do not have the financial ability to pay for their medical bills. We provide financial assistance to eligible patients based on their ability to pay for emergency and medically necessary services at Renown's hospitals. This program does not cover elective services.

Financial assistance is not available for providers who are not covered under our Financial Assistance Policy. A full list of providers who participate and those who do not, can be found on our webpage at <https://www.renown.org/patients-and-visitors/billing/financial-assistance/>. The Financial Assistance Policy (FAP), Billing and Collection Policy, Plain Language Summary and the Financial Application are available in English, Spanish, Tagalog, and Chinese.

How Do I Qualify for Financial Assistance?

You can ask for help with your bill at any time before/during your hospital stay or billing process. Financial Assistance is based on information that considers your yearly income and family size. Based on current Federal Poverty guidelines, you may qualify for free or discounted care by reviewing income, assets, and other resources. Federal Guidelines can be found at: <https://aspe.hhs.gov/poverty-guidelines>. A FAP eligible Patient/Guarantor may not be charged more than the Amounts Generally Billed (AGB) for emergency or other medically necessary care.

How Can I Apply for Financial Assistance?

To obtain a free copy of the FAP, Billing and Collection Policy, Financial Assistance Application, and Plain Language Summary, go to <https://www.renown.org/patients-and-visitors/billing/financial-assistance/>. You can apply for help with your bill in person or by mail. You can obtain these documents at Renown Health Business Office located at 850 Harvard Way, Reno, Nevada 89502 or call 775-982-5747 for additional information.

Paperwork

You are responsible for providing timely information about your health benefits, income, assets, and any other paperwork that will help you qualify. Paperwork might include bank statements, income tax forms, check stubs, and/or other documents.

Collection Activities

You are responsible for any bills until your application has been reviewed and approved for financial assistance. Bills that are not paid 120 days after the first billing date may be sent to a collection agency and reported on the Patients/Guarantors credit history.

Contact us if you have any questions or concerns about billing or the collection process.