MAYO CLINIC HEALTH SYSTEM

Financial Assistance Policy – Plain Language Summary

Mayo Clinic Health System — Red Cedar in Menomonie

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Financial Assistance Offered

Mayo Clinic Health System — Red Cedar in Menomonie's mission is to provide the best care for every patient. As part of this mission, Mayo Clinic Health System — Red Cedar in Menomonie offers financial assistance through its Financial Assistance Policy to patients unable to pay for emergency or medically necessary care.

Eligibility Requirements and Assistance Offered

Eligibility for financial assistance is based on multiple factors, including the nature of the condition and care required, insurance coverage or other sources of payment (including personal injury claims), income (Federal Poverty Level guidelines used to determine the amount of financial assistance offered), family size, assets, and any special consideration the patient or physician would like to have considered.

Financial assistance is offered to patients who are uninsured and underinsured. Partial or full financial assistance will be granted based on a patient's ability to pay the billed charges.

Patients must fully comply with the application process, including submitting tax returns, bank statements and pay stubs, as well as completing the application process for all available sources of assistance, including Medicaid or Medical Assistance.

How to Apply for Assistance

The patient or any person involved in the care of the patient, including a family member or provider, can express financial concerns at any point during the patient's care. The patient or responsible party will then be encouraged to complete a financial assistance application.

Financial assistance is limited to medical care provided at a Mayo Clinic hospital location and by Mayo Clinic medical personnel. Expenses such as travel, food, lodging, durable medical equipment, and prescriptions are not covered under the Financial Assistance Policy. Mayo Clinic will uphold the confidentiality and dignity of each patient, and any information submitted for consideration of financial assistance will be treated as protected health information under the Health Insurance Portability and Accountability Act (HIPAA).

Where to Obtain Copies

Mayo Clinic's Financial Assistance Policy and Application are available free of charge by calling Patient Account Services at 1-844-217-9591 and requesting a copy by mail or email. The policy and application are also available online at www.mayoclinichealthsystem.org/financialassistance for downloading and printing. Copies of the policy and application are also available at Admissions and Business Services areas for all Mayo Clinic Health System hospital locations, as well as all Emergency Department locations.

Contact for Information and Assistance

Additional information about the Financial Assistance Policy and assistance with the application process can be obtained from Patient Account Services:

- Online at www.mayoclinichealthsystem.org/financialassistance and select Menomonie from the Locations dropdown.
- You may also call 1-844-217-9591 or visit a business office location:
  Mayo Clinic Health System — Red Cedar: 2321 Stout Road, Menomonie, WI

For Non-English Speakers

Translations of the Financial Assistance Policy, Financial Assistance Application and this Plain Language Summary are available at www.mayoclinichealthsystem.org/financialassistance.

As required, Mayo Clinic will conduct annual reviews for each location and add appropriate translations specific to each site.

No More Than Amount Generally Billed (AGB)

A patient determined to be eligible for financial assistance may not be charged more than amounts generally billed for emergency or other medically necessary care to patients who have insurance for such care.

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