

### **Plain-Language Summary of Financial Assistance Policy**

Metro will provide emergency and medically necessary healthcare services for free or at discounted rates to patients who are uninsured or have limited insurance available. Generally speaking, patients eligible for discounted charges must have family incomes under 250% of the Federal Poverty Guidelines, while patients eligible for free care must have family incomes under 175% of the Federal Poverty Guidelines. Financial assistance may also be available in other limited circumstances, depending on the size of the patient's medical bills and whether the patient meets certain other criteria for eligibility.

Patients seeking financial assistance may apply by completing a Financial Assistance Application. Copies of the Financial Assistance Application, as well as Metro's Financial Assistance Policy and Billing and Collection Policy, are available at <https://metrohealth.net/about-metro-health/billing-payment-options/financial-assistance/>. Patients may also request free copies of the Financial Assistance Application and the foregoing policies by mail, by calling 616-252-7110 or 1-800-968-0051, or may obtain free copies in person from the Metro Financial Counselor or Cashier located in the Metro Health Hospital lobby (next to the Patient Registration Desk) or to the Patient Registration Desk at any Metro location. The Financial Assistance Application and the foregoing policies (as well as this plain-language summary) are available in English, Spanish, Arabic, Bosnian, Burmese, Chinese-Mandarin, Nepali, Kinyarwanda, Korean, Somali, Swahili and Vietnamese.

Completed Financial Assistance Applications should be submitted to Metro Health Hospital, Attn: Customer Service Office, PO Box 913 Wyoming, MI 49509-0913. Applications may be delivered in person to the Metro Financial Counselor or Cashier located in the Metro Health Hospital lobby (next to the Patient Registration Desk) or to the Patient Registration Desk at any Metro location. Applications also may be sent by U.S. mail to the address indicated above, or e-mailed to [CustomerService@metrogr.org](mailto:CustomerService@metrogr.org).

Persons seeking more information or needing assistance in completing the Financial Assistance Application may contact one of Metro's trained Metro Representatives in the Customer Service Office at (616) 252-7110 or 1-800-968-0051, Monday – Friday 7:30 a.m. – 4:45 p.m.

A patient qualifying for financial assistance under Metro's Financial Assistance Policy with respect to emergency or medically necessary care will not be charged more than the amounts generally billed by Metro for the same services to individuals who have insurance covering such care.