

### **Incamake y'ururimi rwerekeye Politiki igenga ubufasha bw'amafaranga**

Metro izaha serivisi zihabwa indembe cyangwa iz'ubuvuzi busanzwe ku buntu cyangwa ku mafaranga yagabanyijwe abarwayi badafite ubwishingizi cyangwa bafite ubwishingizi budahagije. Muri rusange, abarwayi bemerewe guhabwa serivisi ku biciro bigabanyije bagomba kuba mu umuryango wabo binjiza ibiri muni ya 250% y'ibiteganywa mu Mabwiriza ya Leta ku byerekeye ubukene, mu gihe abarwayi bemerewe guhabwa serivisi ku buntu bo bagomba kuba mu muryango wabo binjiza ibiri muni ya 175% y'ibiteganywa mu Mabwiriza ya Leta ku byerekeye ubukene. Ubufasha bw'amafaranga bushobora gutangwa mu bindi bihe bike cyane, bitewe n'ingano y'amafaranga yo kwivuza ku murwayi cyangwa mu gihe umurwayi yujuje ibisabwa bimwe kugira ngo yemererwe kujya muri iyi gahunda.

Abarwayi bashaka ubufasha bw'amafaranga bashobora kubusaba buzuza Inyandiko y'ubusabe bw'ubufasha bw'amafaranga. Kopi z'Inyandiko y'ubusabe bw'ubufasha bw'amafaranga, ndetse na Politiki igenga ubufasha bw'amafaranga na Politiki yo kwishyura no gukusanya amafaranga ya Metro ziboneka kuri <https://metrohealth.net/about-metro-health/billing-payment-options/financial-assistance/>. Abarwayi bashobora kandi gusaba kopi z'Inyandiko y'ubusabe bw'amafaranga zitishyurwa na politiki zavuzwe bohereza ubutumwa, cyangwa bahamagaye 616-252-7110 cyangwa 1-800-968-0051, cyangwa bashobora kwifatira kopi zitishyurwa ku biro by'Umujyanama mu bijyanye n'imari cyangwa uwakira akanishyura amafaranga biherereye ku bitaro bya Metro Health (icyumba gikurikira ahandikirwa abarwayi) cyangwa ahandikirwa abarwayi aho Metro ikorera aho ariho hose. Inyandiko y'ubusabe bw'ubufasha bw'amafaranga na politiki zavuzwe (ndetse n'iyi incamake y'ururimi) biboneka mu Cyongereza, Icyesipanyolo, Icyarabu, Ikinyabosiniya, Burmese, Igishinwa-Mandarin, Ikinyanepali, Ikinyarwanda, Igikoreya, Ikinyasomaliya, Igiswahili n'Ikiviyetnamu.

Inyandiko z'ubusabe bw'ubufasha bw'amafaranga zigomba gushyikirizwa Ibitaro bya Metro Health, Attn: Customer Service Office, PO Box 913 Wyoming, MI 49509-0913. Inyandiko z'ubusabe zishobora gutangwa mu ntoki na ba nyirazo bakazishyikiriza Umujyanama mu bijyanye n'imari cyangwa uwakira akanishyura amafaranga mu bitaro bya Metro Health cyangwa ahandikirwa abarwayi (icyumba gikurikira ahandikirwa abarwayi) cyangwa ahandikirwa abarwayi aho Metro ikorera aho ariho hose. Inyandiko z'ubusabe zishobora kandi koherezwa hifashishijwe amasosiyete yohereza ubutumwa muri Amerika kuri aderesi zavuzwe haruguru, ndetse ushobora no kohereza imeyili kuri [CustomerService@metrogr.org](mailto:CustomerService@metrogr.org).

Abantu bashaka andi makuru cyangwa bakeneye ubufasha mu kuzuza Inyandiko y'ubusabe bw'ubufasha bw'amafaranga bashobora guhamagara abahagarariye Metro mu Ishami ryita ku bagana ibitaro kuri (616) 252-7110 cyangwa 1-800-968-0051, kuva kuwa mbere kugeza kuva gatanu kuva saa 7:30 kugeza 16:45.

Umurwayi wujuje ibisabwa kugira ngo yinjire muri Politiki ya Metro igenga ubufasha bw'amafaranga ku bijyanye na serivisi zihabwa indembe cyangwa iz'ubuvuzi zisanzwe hakurikijwe Politiki ya Metro igenga ubufasha bw'amafaranga ntabwo azishyuzwa amafaranga ari hejuru y'ayo Metro isanzwe yishyura muri rusange abantu bafitiye ubwishingizi ubwo burwayi.