



Plain Language Summary Financial Assistance Policy

Blanchard Valley Hospital and Bluffton Hospital offer financial assistance for emergency or medically necessary care. This financial assistance, ranging from a reduction in the amount of the balance outstanding up to complete forgiveness of the balance outstanding, is provided to patients demonstrating financial need and billed through our centralized Patient Financial Services department.

The assistance is provided on a sliding scale discount based upon verifiable total household income as a percentage of the federal poverty level (FPL) guideline. Individuals eligible for financial assistance may not be charged more than amounts generally billed to individuals who have insurance for emergency or other medically necessary care.

Notification of Availability of our Policy

Effort will be made to identify patients needing assistance as early as possible. Blanchard Valley Hospital and Bluffton Hospital will widely publicize the financial assistance program through (1) signage in registration areas in our hospitals and service locations, (2) our policy, summary document and application available for review or download from the Blanchard Valley Health System website, (3) a paper copy of our policy, summary document and application obtainable from a staff member, (4) information included on patient billing statements, (5) brochures and other information materials provided to the patient and/or family, and (6) staff identification of patients with potential financial need.

Blanchard Valley Hospital and Bluffton Hospital have financial advocates available to work with patients to complete financial assistance applications as well as applications for the Hospital Care Assurance Program (HCAP), Medicaid or Health Insurance Exchange plans. Our financial assistance policy, summary document and application is available in English and Spanish.

Services Covered by a Financial Assistance Application

An approved financial assistance application will cover charges for emergency and medically necessary care provided at Blanchard Valley Hospital or Bluffton Hospital.

Extraordinary Collection Activities

Blanchard Valley Hospital and Bluffton Hospital will not engage in extraordinary collection activities before making reasonable efforts to determine whether an individual who has an unpaid account is eligible for financial assistance.

How to Obtain an Application or Copy of our Policy

You may obtain an application or copy of our policy by visiting our website at bvhealthsystem.org/financialassistance. Paper copies can be obtained from a financial advocate, in the Registration Department, the Emergency Room Discharge Office, or from the Cashier's Office. You may also obtain a copy by contacting Patient Financial Services at 419-423-5310.