

Ray County Memorial Hospital

Financial Assistance Policy

“Plain Language” Summary

Document Date: 9/28/2015

Ray County Memorial Hospital (RCMH) is committed to serving the health and wellness needs of our County and surrounding communities. We understand that, at times, this includes assisting those with financial need in paying for the care we’ve delivered.

This “plain language” summary of the RCMH Financial Assistance Policy (FAP) explains what you can do to begin the process of receiving financial assistance from RCMH.

- 1) If you believe that you will qualify for financial assistance based on your annual household income, you should fill out an application for the RCMH FAP.
- 2) ALL patients will be informed of the FAP and offered an application upon admission to RCMH. The application and summary of the program is also available at the admission desk, call RCMH Business office at 470-470-5432 for a copy to be mailed to you, on our website (www.raycountyhospital.com), and will be explained again during the discharge process.
- 3) To apply, fill out the application as completely as you can and submit to RCMH per the instructions on the application.
- 4) We will review your application as soon as we receive it. If we need more information or supporting documentation (W-2, tax return, pay stubs, etc.), we’ll let you know what we still need from you.
- 5) Once RCMH has a complete application from you, we will send you a written notification of our review. This will include how much of a discount you’ve qualified for, what your new amount owed is, and the terms of the payment plan for you to follow. You’ll have this communication from us within 10 business days of the day we have a completed application to review.
- 6) If you need help in filling out this form call Sandy McBee at 816-470-5432 ext. 127 located at 904 Wollard Blvd., Richmond, Missouri 64085.
- 7) FAP-eligible individual can’t be charged more than the amounts generally billed for emergency or other medically-necessary care.

A written copy of our Collections Policy and our Financial Assistance Policy is available to you upon request at any time, even before you’ve decided to apply for assistance. They will also be available at Admission, in the Emergency Department, and at several other physical locations within the RCMH facility.

Please direct any questions or concerns you have about the FAP to the RCMH Business Office at 816.470.5432.