

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

As part of its charitable mission, WellSpan Health is committed to providing exceptional care for all members of the communities it serves. We recognize some patients and families may need financial assistance to help with the cost of health care. WellSpan Health offers financial assistance through its Financial Assistance Policy to ensure access to high-quality care for all.

### **Eligibility and Assistance Offered**

In order to be eligible for free care or care at discounted rates, the patient and/or family must apply by completing a Financial Assistance Application. The decision to approve financial assistance will be based on a review of the individual's or family's income and assets. Proof of income – such as current pay stubs, Social Security, disability or other sources – is required. Additional information, such as copies of tax returns and/or bank statements, may be requested and may affect the decision. The Federal Poverty Guidelines, which are updated annually, are used to determine eligibility. Discounts ranging from 20% to 100% are available for services provided by WellSpan Health.

WellSpan is committed to charging no more than the average of those amounts that are generally billed to patients in our communities who are eligible for financial assistance.

### **Applying for Financial Assistance**

Patients and families wishing to apply for assistance may submit an application online, through their MyWellSpan patient portal, along with all of the supporting documents, email their application and documents to: [WSHFinancialAssistance@wellspan.org](mailto:WSHFinancialAssistance@wellspan.org), or mail to WellSpan Patient Financial Services offices located in Franklin, Lancaster, Lebanon, and York counties. The application can be completed verbally or in writing. Should you need assistance completing the application, contact a Patient Financial Services office. The Financial Assistance Application can be found online at [WellSpan.org/Financial Assistance](http://WellSpan.org/FinancialAssistance). In addition, printed copies of WellSpan Health's entire Financial Assistance Policy and this Plain Language Summary, which is available in English and Spanish, may be obtained at no cost by visiting or calling one of the WellSpan Patient Financial Services offices.

Please note, prior to being granted financial assistance, you will be prescreened for Medical Assistance. You must comply with the Medical Assistance application process and provide proof of eligibility.

You may also contact one of the offices listed below for a copy of the application and to discuss any question you might have. If eligible for assistance under the Financial Assistance Policy, eligibility will be maintained for one year from the date of determination. Financial assistance may not be available if you live outside of the WellSpan Health primary service areas.

## Notification

In an effort to make patients, families and the broader communities aware of WellSpan Health's Financial Assistance Policy, we have taken a number of steps to widely publicize this policy, including posting of legible signage, development of this Plain Language Summary and distributing informational brochures at registration sites throughout our communities. If you need additional information or have questions, please contact a WellSpan Patient Financial Services office:

**Please apply online through your MyWellSpan patient portal, email: [WSHFinancialAssistance@wellspan.org](mailto:WSHFinancialAssistance@wellspan.org), or mail your application and supporting documents.**

### **WellSpan York & Adams County Hospital/WellSpan Medical Group**

601 Memory Lane  
York, PA 17402  
(717)851-5051 (phone)  
(717)851-6904 (fax)  
Monday - Friday 8 a.m.- 4 p.m.

### **WellSpan Philhaven**

283 S. Butler Rd.  
Mt. Gretna, PA 17064  
(717)851-5051 (phone)  
(717)851-6904 (fax)  
Monday - Friday 8a.m - 4 p.m.

### **WellSpan Medical Oncology and Hematology/ WellSpan Radiation Oncology**

22 St. Paul Drive, Suite 101  
Chambersburg, PA 17201  
(717)851-5051 (phone)  
(717)851-6904 (fax)  
Monday - Friday 8 a.m. - 4 p.m.

### **WellSpan Ephrata Community Hospital/ WellSpan Medical Group- Lancaster County**

169 Martin Ave  
Ephrata, PA 17522  
(717)851-5051 (phone)  
(717)851-6904 (fax)  
Monday - Friday 8 a.m.- 4 p.m.

### **WellSpan Good Samaritan Hospital/ WellSpan Medical Group- Lebanon**

4<sup>th</sup> & Walnut Streets  
Lebanon, PA 17042  
(717)851-5051 (phone)  
(717)851-6904 (fax)  
Monday - Friday 8 a.m.- 4 p.m.

### **WellSpan Chambersburg Hospital**

760 E. Washington St  
Chambersburg, PA 17201  
(717)851-5051 (phone)  
(717)851-6904 (fax)  
Monday - Friday 8 a.m.- 4 p.m.

### **WellSpan Waynesboro Hospital**

501 E. Main St  
Waynesboro, PA 17268  
(717)851-5051 (phone)  
(717)851-6904 (fax)  
Monday - Friday 8 a.m.- 4 p.m.

### **WellSpan Summit Physician Services**

785 Fifth Avenue, Suite 3  
Chambersburg, PA 17201  
(717)851-5051 (phone)  
(717)851-6904 (fax)  
Monday - Friday 8 a.m.- 4 p.m.

***We want to help. Please submit your completed application promptly! You may receive bills until we receive your completed application and supporting documents.***