



Summary of Financial Assistance

Altru is committed to providing Financial Assistance programs to patients who have health care needs and are uninsured, underinsured, ineligible for a government program, or otherwise unable to pay. Financial assistance is provided to patients at either a discounted rate or complete forgiveness of their outstanding balance who demonstrates a financial need.

Patients/Guarantors are considered eligible for complete forgiveness of their balance if their household income falls at or below the 250% federal poverty level and are considered eligible for a partial discount of their balance if their household income falls between 251%-400% of the federal poverty level which is based on the amounts generally billed by Altru.

How to obtain an application, a copy of our Financial Assistance policy or a summary of our Financial Assistance Policy: you may obtain an application or a copy of our policy by visiting our website [Financial Assistance | Altru Health System](#). An application is also available by going to www.altru.org and performing the keyword search: Financial Assistance. You may also contact our Financial Counseling team at 701-780-5060 or 1-800-464-7574. These documents are also available at our registration and check-in desks and at our patient services office. Please contact our Financial Counseling team at 701-780-5060 or 1-800-464-7574 if you need assistance in filling out the application.

Applying for Financial Assistance and required documentation: Every effort will be made to identify patients needing assistance as early as possible. To be considered for assistance, Altru must receive the application completed in its

entirety, along with a copy of the last three months of pay stubs for any wage earner contributing to a household income, a copy of the most recent tax return and the last three months of bank statements. If one of those document types are not available, a supporting letter from the patient/guarantor is required to help Altru understand why a required document is not present. Any uninsured patient that would potentially be eligible for medical assistance will need to provide a Medicaid denial letter or discuss the status of their insurance eligibility with a financial counselor.

Notification of availability of our Financial Assistance Program: Altru will widely publicize the program through (1) signs at registration areas in our hospitals and clinics, (2) policy, summary, and application available at Altru website (3) patient billing statements, (4) brochures and other information materials provided to the patient and family, and (5) healthcare providers and staff identifying patients with potential financial need.

Services Covered by Financial Assistance: An approved Financial Assistance application will cover charges for emergency and medically necessary care provided at an Altru facility and billed through our Business Office. Altru will consider any dates of services 6 months prior to the approval date of the application and 12 months prospectively from the date of approval.

Extraordinary Collection Activities: Altru will not engage in extraordinary collection activities such as lawsuits or garnishments, before making reasonable efforts to determine whether an individual who has an unpaid account balance is eligible or has had the opportunity to apply for Financial Assistance.