

## Financial Assistance Policy – Plain Language Summary

The Noland Health Services, Inc. (Noland) Financial Assistance Policy/Program (FAP) exists to provide eligible patients/residents discounted emergent medically necessary care. Patients/residents seeking Financial Assistance must apply for the program, which is summarized herein.

Eligible Services – Emergent and/or medically necessary healthcare services provided and billed by Noland. The FAP only applies to services billed by Noland and the following entities – Noland Hospital Anniston, Noland Hospital Birmingham, Noland Hospital Dothan, Noland Hospital Montgomery, Noland Hospital Tuscaloosa, Allen Health and Rehabilitation, Anniston Health and Rehab Services, East Glen, Eastern Shore Rehabilitation and Health Center, Fairhope Health and Rehab, Greenbriar at the Altamont, Oaks on Parkwood, Sylacauga Health and Rehab Services, and Village at Cook Springs. Any other services which are separately billed by Physicians and other providers are not eligible under the FAP.

Eligible Patients/Residents – Patients/residents receiving eligible services, who submit a complete Financial Assistance Application (including related documentation/information), and who are determined eligible for Financial Assistance by the Financial Assistance Committee.

How to apply – Financial Assistance Application may be obtained/completed/submitted as follows:

- Obtain an application at the facilities registration desk.
- Request an application be mailed to you, by calling Noland Central Business Office at (205) 783-8443.
- Request an application by visiting in person. The Financial Assistance Policy is also available upon request by mail, or in person from the Central Business Office.
- Download an application from the Noland website: <http://www.nolandhealth.com>
- Mail the completed application (with all documentation/information specified in the application instructions) to: Noland Health Services, Inc., Central Business Office Attn: Director of CBO, 600 Corporate Parkway, Suite 100, Birmingham, AL 35242; or in person at the Central Business Office.

Determination of Financial Assistance Eligibility – Generally, persons are eligible for financial assistance, when their Family Income is at or below 150% of the Federal Government’s Federal Poverty Levels (FPL) (<https://www.federalregister.gov/articles/2019/02/01/2019-00621/annual-update-of-the-hhs-poverty-guidelines>); Eligibility for financial assistance means that eligible persons will have their care covered fully or partially, and will not be billed more than “Amounts Generally Billed” (AGB) to insured persons (AGB, as defined by IRS Section 501(r)).

Family Income at 0 to 150% of FPL - Full Financial Assistance; \$0 is billable to patient/resident  
Family Income at 150% and above the FPL - Partial Financial Assistance; AGB is max billable to patient/resident.

*Note: Other criteria beyond FPL are also considered (i.e., availability of cash or other assets that may be converted to cash and excess monthly net income relative to monthly house expenditures), which may result in exceptions to the preceding. If no Family Income is reported, information will be required as to how daily needs are met. The Noland FAP Committee reviews submitted applications which are complete and determines Financial Assistance Eligibility in accordance with the Noland Financial Assistance Policy. Incomplete applications are not considered, but applicants are notified and given an opportunity to furnish missing documentation/information.*

**For help or questions, please call the Noland Central Business Office at 205-783-8443 Monday – Friday 8 a.m. to 4:30 p.m.**