

Ingalls Memorial Hospital

Financial Assistance Plain Language Summary

Ingalls Memorial Hospital offers financial assistance that may cover all or part of a patient account balance(s) for all patients receiving emergency treatment and non-emergent medically necessary health care services that meet the hospital's criteria for eligibility. Any patient with a balance due related to health care received at Ingalls, or any person responsible for paying a patient bill for health care received at Ingalls (guarantor) may request, receive, and submit for consideration an application for financial assistance.

Patients must meet the hospital's criteria in order to get financial assistance. Proven financial need, family income, family size and other resources determine if a patient can get a discount on the account balance that is due. Those at 200% or less of the poverty guidelines can receive a 100% discount, and those at more than 200% but less than 600% of the poverty guidelines can receive a 70% discount off of the bill. In addition, those whose Ingalls medical bills that in one year total 20% or more of their annual adjusted gross income will not have to pay more than 20% of their income for all of those bills. Other financial assistance may be available under special circumstances. Patients who get financial assistance cannot be charged more than amounts generally billed for emergency or other non-emergent medically necessary health care from Ingalls Memorial Hospital and will be charged less than gross charges for any other care eligible for financial assistance.

There are 4 Ways to Get the IMH Financial Assistance Policy, a Financial Assistance Application, the Plain Language Summary, and Spanish Translations:

1. Patients can go to the website: www.ingalls.org

At the website click on the Patients and Visitors tab and then click on the words "Request Financial Assistance" at the bottom right side.

Or go to <http://www.ingalls.org/financial-assistance>.

2. Patients can go to
 - Ingalls Memorial Hospital, Emergency Room and Admitting Office, One Ingalls Drive, Harvey, IL 60426
 - Ingalls Family Care Center Flossmoor, 19550 Governors Highway, Flossmoor, IL 60422
 - Ingalls Family Care Center Tinley Park, 6701 West 159th Street, Tinley Park, IL 60477
 - Ingalls Family Care Center Calumet City, 1600 Torrence Avenue, Calumet City, IL 60409
 - Ingalls Care Center Crestwood, 4742 Cal Sag Road, Crestwood, IL 60445

- Ingalls Home Care, One Ingalls Drive, Harvey, IL 60426
 - Primary Healthcare Associates, S.C., 71 W. 156th Street, Suite 500, Harvey, IL 60426
3. Patients can call and ask for an application and it will be mailed at no charge. For information regarding our Financial Assistance Program and Financial Assistance Application Form, please contact a Financial Counselor located near the Main Lobby in our main facility at One Ingalls Drive, Harvey, IL 60426 or call **708-915-6000**.
4. Write to one of these places and an application will be mailed at no charge:
- The Ingalls Memorial Hospital
P.O. Box 27685, Chicago, Illinois 60673
 - Primary Healthcare Associates, S.C.
71 W. 156th Street, Suite 500, Harvey, Illinois 60426

To apply for financial assistance, complete the application and mail it to:

or drop it off at:

The Ingalls Memorial Hospital
Patient Financial Services Department
One Ingalls Drive, Harvey, Illinois 60426

Also, for more information or help with the application process, patients can call Patient Financial Services at 708-915-6000 or can send a letter to:

The Ingalls Memorial Hospital
Patient Financial Services Department
P.O. Box 27685, Chicago, Illinois 60673

For the IMH Financial Assistance Policy, a Financial Assistance Application, and the Plain Language Summary in Spanish or other certain languages call (708)915-6000.

Para la Póliza de Asistencia Financiera de Ingalls, una Aplicación para Asistencia Financiera, y el Resumen en Pleno Lenguaje (en español) o en otros ciertos idiomas, llame al (708)915-6000.