

## Northlake Behavioral Health System – Patient Financial Assistance Policy – Plain Language Summary

Northlake Behavioral Health System is dedicated to providing patients with the highest quality of care and service. To assist our patients, and to comply with Federal and Louisiana State laws, Northlake Behavioral Health System offers the following information about its Financial Assistance Policy (or FAP).

### Eligibility for Financial Assistance

Under the Northlake Behavioral Health System's FAP, certain uninsured and underinsured patients may be eligible to receive financial assistance for the cost of emergency and medically necessary hospital services. Certain services are excluded, including but are not limited to, elective or ancillary services.

Patients eligible for financial assistance under the FAP will not be charged more for emergency or medically necessary care than the amount generally billed to insured patients. Eligibility is based on gross family income and family size of the patient and/or responsible person. Annual income criteria used will be 300% of the current federal poverty guidelines as established yearly in the Federal Register. Assets and liabilities will also be considered. Financial assistance may be awarded up to 100% of medical charges.

### Applying for Financial Assistance

Patients seeking financial assistance must complete an application form and provide the supporting documentation requested in the FAP and the application form. A free copy of the FAP and the application form is available from any of the following:

<ul style="list-style-type: none"><li>• In Person: Admissions Office 23455 Sparrow Rd Mandeville, LA 70448</li><li>• Website: <a href="http://www.northlakebh.org">www.northlakebh.org</a></li></ul>	<ul style="list-style-type: none"><li>• In Writing: Northlake Behavioral Health System 23455 Sparrow Road Mandeville, LA 70448</li><li>• Phone: (985) 626-6555  Monday-Friday, 8:00am to 1:00pm</li></ul>
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### Patient Rights

Those patients that meet the financial assistance policy criteria described above may receive assistance from the hospital in paying their bill. If you believe you have been wrongly referred to a collection agency, you have the right to contact the Northlake Behavioral Health System business office at 985-626-6555.

### Patient Obligations

For those patients with the ability to pay, it is their obligation to pay in a timely manner. Northlake Behavioral Health System makes every effort to see that patient accounts are properly billed, and in-patients may expect to receive a uniform summary statement within 30 days of discharge. It is the patient's responsibility to provide correct insurance information.

If you do not have health coverage, we expect you to pay the bill in a timely manner. If you believe that you may be eligible under the Northlake Behavioral Health System's FAP, or if you cannot afford to pay the bill in full, you should contact us as noted above.

If you fail to meet the financial obligations of your bill, you may be referred to a collection agency. It is the obligation of the patient to assure the hospital obtains accurate and complete information. If your financial position changes, you have an obligation to contact Northlake Behavioral Health System to provide updated information.

All patients may request and receive a written estimate of the total charges for the services that reasonably are expected to be provided and billed by Northlake Behavioral Health System.