



# Plain Language Summary of Financial Assistance Program

## Overview

Summa Health System recognizes the difficulty unexpected medical problems can cause to your finances. We want to assist you in finding federal, state and hospital program resources that may help pay your hospital bill.

## Assistance offered under the Policy

We provide free financial assistance to uninsured and underinsured patients through our Patient Financial Counselors. We are here to assist patients in obtaining medical benefits through federal, state and hospital programs. If you cannot afford to pay for some or all of your hospital bill today, Summa Health System will assist you in finding programs for which you qualify, and sign you up for state and/or hospital programs that match your need. You may qualify for free care, discounts, no-interest payment terms, based on how much you earn.

## Eligibility requirements

Financial assistance is generally determined by a sliding scale of total household income based on the Federal Poverty Guidelines (FPG). Individuals eligible for financial assistance under our Policy with a household income at or below 250% of current Federal Poverty Limits (FPL) are eligible for free care. Individuals with an income level from 251% and less than or equal to 400% of the current FPL are eligible for discounted care based on a sliding scale, as set forth in the Policy. A patient determined to be eligible for financial assistance may not be charged more than amounts generally billed for emergency or other medically necessary care to patients who have insurance for such care.

## How to apply for assistance:

Application forms are made available in Pre-Registration, Admission/Registration, and several alternative registration sites to facilitate early identification and initiation of the application process. If you need assistance in completing the form, have questions about your ability to pay, need information about available programs, or would like to speak directly with a patient representative, please call one of our financial counselors. We work with each patient to help meet individual needs and circumstances.

## Where to obtain copies and information:

A free copy of Financial Assistance Policy and Financial Assistance Application, as well as information about the financial assistance application process is available: online at: [summahealth.org/patientvisitor/insuranceandbilling/financialassistance](http://summahealth.org/patientvisitor/insuranceandbilling/financialassistance), or by contacting our financial counselors by mail, phone or in person at any of our hospital locations listed below.

## Hospital locations:

**Akron Campus Central Registration**  
141 N. Forge St.  
Akron, OH 44301  
330.375.6685

**Barberton Campus Central Registration**  
155 5th St NE  
Barberton, OH 44203  
330.615.3234

Customer service can be contacted at 330.278.0160.  
Monday through Thursday: 8 a.m. to 8 p.m.  
Friday: 8 a.m. to 5 p.m.  
Saturday: 9 a.m. to 1 p.m.

## For non-English speakers

Translations of the Financial Assistance Policy, Financial Assistance Application and this Plain Language Summary are available at: [summahealth.org/patientvisitor/insuranceandbilling/financialassistance/financialassistancepolicytranslations](http://summahealth.org/patientvisitor/insuranceandbilling/financialassistance/financialassistancepolicytranslations)