



## **PLAIN LANGUAGE SUMMARY OF HEALTH CARE ASSISTANCE PROGRAM**

SIH's Healthcare Assistance Program (HAP) is designed to help patients who cannot pay their hospital bill. HAP applies to emergency and other medically necessary care provided by SIH hospitals, as well as for certain providers delivering care in SIH facilities. SIH provides free care to all patients whose income is less than or equal to 200% of the Federal Poverty Guidelines, and partial assistance based on a sliding scale for those patients whose income is up to 600% of the Federal Poverty Guidelines. No one eligible for financial assistance under the HAP will be charged more for emergency or other medically necessary care than amounts generally billed to individuals who have insurance coverage. Please refer to the full HAP policy for complete details on available assistance.

To receive assistance, generally patients must complete and submit a HAP application and provide supporting documentation. Certain circumstances may not require an application.

To learn more about SIH Healthcare Assistance Program, obtain a free copy of the HAP application, policy, and plain language summary, or obtain assistance with the HAP application process, please speak with a Financial Counselor Monday – Friday from 8:00 a.m. to 4:30 p.m. at any of the following locations:

Memorial Hospital of Carbondale  
405 W Jackson  
Carbondale, IL 62902  
Phone (618) 549-0721  
Ext. 64572  
Fax (618) 457-3004

Herrin Hospital  
201 S. 14th Street  
Herrin, IL 62948  
Phone (618) 942-2171  
Ext. 36458  
Fax (618) 988-6153

St. Joseph Memorial Hospital  
2 South Hospital Drive  
Murphysboro, IL 62966  
Phone (618) 684-3156  
Ext. 55331  
Fax (618) 529-0539

Confidential appointments are available upon request.

A free copy of the HAP application, policy, and plain language summary may also be obtained online at <http://www.sih.net/patients-visitors/healthcare-assistance-program/>, or by sending a written request to any of the addresses listed above (Attention: Financial Counselor).

HAP application, policy, and plain language summary are available in English, Spanish and Arabic.

Southern Illinois Healthcare adheres to its values of respect, integrity, compassion, accountability, collaboration, stewardship and quality.