

Financial Assistance Policies Explanation

OU Medicine offers financial assistance for emergency and medically necessary care to patients who qualify.

In most cases, patients with income less than 200% of the Federal Poverty Guidelines will qualify for a 100% discount of their hospital service. Patients above the Federal Poverty Guidelines may also qualify if their account balance exceeds their ability to pay.

OU Medicine requires completion of a Financial Assistance Application in order to qualify for financial assistance. Information about financial assistance will be included on all billing statements.

Free copies of the Financial Assistance Application, Financial Assistance Policy, and this Plain Language Summary as well as information and assistance are available:

In person at all OU Medicine facilities

Online at www.oumedicine.com

By telephone at 1-866-656-8715

By mail at OU Medicine Customer Service, 711 Stanton L. Young Blvd., Suite 100, Oklahoma City, OK 73104.

These policies generally apply to hospital services only. Most physicians are not employed by the hospital and will issue separate bills. Information related to the list of covered and non-covered physicians may be found in Appendix A of the Financial Assistance Policy.

The Financial Assistance Application, Financial Assistance Policy, and this Plain Language Summary are available in ten different languages – Arabic, Burmese, Chinese, English, French, German, Korean, Spanish, Vietnamese, and Zomi.

All patients have 240 days from the time of the first billing statement to apply for financial assistance. However, please note that 120 days after the first billing statement, the hospital may initiate certain actions in order to obtain payment of the bill including, but not limited to, reporting to credit agencies or credit bureaus, and/or seeking a civil judgment for the amount owed. Such actions will be temporarily halted if an application is received prior to the 240th day after the first billing statement, and such actions will be entirely reversed if financial assistance is approved.

If you are eligible for financial assistance, the amount charged for emergency or other medically necessary care will not exceed amounts generally billed to patients with insurance for similar care. OU Medicine calculates the amount generally billed based on Medicare rates using the prospective method.