

Plain Language Summary of Financial Assistance Policy (FAP)

I. Consistent with its mission to provide exceptional, compassionate care to all we serve, OMC strives to ensure that the ability to pay for healthcare is not a barrier for needed healthcare services and does not prevent them from seeking or receiving care. OMC provides financial assistance to patients lacking the ability to pay for hospital and/or clinic services.

II. The determination of the ability to pay may take into account a number of financial variables, including but not limited to:

- Income from business, self-employment, and dependants
- Unemployment compensation, workers' compensation, Social Security, Supplemental Security Income, veterans' payments, survivor benefits, pension or retirement income
- Interest, dividends, rents, royalties, income from estates, trust, educational assistance, alimony, child support, assistance from outside the household and other miscellaneous sources

Note: Copies of tax returns, pay stubs, or other information verifying income may be required before a discount is approved.

All or part of the hospital and/or clinic bill may be considered for financial assistance.

III. If you receive financial assistance under our policy and it does not cover 100% of our charges for the service, you will not be charged more for emergency or other medically necessary care than the average amount we generally bill patients covered by commercial insurance, Medicare and Medicaid.

IV. Applications can be accessed:

- A. On the main campus; in Patient Accounts, Shaw Building Financial Services and Hospital Main Admissions
- B. At any Ozarks Medical Clinic and/or place of service
- C. Online at <http://www.ozarksmedicalcenter.com/patient.asp>
- D. Or by phone at:

Shaw Building
417-257-5948

Patient Accounts
417-257-6701

These areas are staffed from 8:00 am to 5:00 pm Monday through Friday.