



## CoxHealth Financial Assistance Policy Plain Language Summary

As a nonprofit health care organization, CoxHealth cares about our patients and the communities we serve through better health and better health care. The CoxHealth Financial Assistance Policy (FAP) exists to provide eligible patients discounted emergency or other medically necessary hospital services provided by CoxHealth. Patients seeking financial assistance must apply for the program, which is summarized below.

### **Patient Eligibility**

The amount of financial assistance you may receive is based on Federal Poverty Level (FPL) information set by the U.S. government each year. Discounts are available for eligible patients with a household income of less than 300% FPL. If you are FAP eligible, you will not be charged more than the Amounts Generally Billed (AGB) for emergency or other medically necessary care.

Patients who are eligible/enrolled in Medicaid automatically qualify for financial assistance for emergency and medically necessary hospital services that are not covered by Medicaid. Patients may also be approved for additional financial assistance based on the patient’s financial and/or socio-economic position. Eligibility for this type of assistance does not automatically qualify the patient for assistance on future accounts.

### **How to Apply-Contact a Financial Counselor**

Request a free application in person, by mail, fax, phone, or email.

**Fax:** 417-335-7071  
**Email:** [financialassistanceapplications@coxhealth.com](mailto:financialassistanceapplications@coxhealth.com)  
**Mail:** CoxHealth  
P.O. Box 650  
Branson, MO 65615

### **Visit or call any of the following locations:**

|                                                                                                         |                                                                                                                           |                                                                                                              |                                                                                                                              |                                                                                                           |
|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Cox North<br>Emergency or Admissions<br>1423 N. Jefferson Ave.<br>Springfield, MO 65802<br>417-269-0523 | Cox Medical Center<br>Branson<br>Emergency or Admission<br>525 Branson Landing Blvd.<br>Branson, MO 65616<br>417-348-8930 | Cox Monett Hospital<br>Emergency or<br>Admissions<br>801 N. Lincoln Ave.<br>Monett, MO 65708<br>417-350-1118 | Cox Barton County<br>Hospital<br>Emergency or<br>Admissions<br>29 NW 1 <sup>st</sup> Lane<br>Lamar, MO 64759<br>417-681-5100 | Cox South<br>Emergency or<br>Admissions<br>3801 S. National Ave.<br>Springfield, MO 65807<br>417-269-8380 |
|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|

### **Help is Available**

CoxHealth financial counselors are available to provide you more information, and can even help you submit your free application for financial assistance.

FAP documents are available in English, Spanish, Burmese, Swahili, Vietnamese, Albanian, Russian, Portuguese, Polish, Karen, Chinese, Hmong, Marshallese and Mandarin.

More information including the full FAP, application, and a list of covered/non-covered providers and locations is available on our website: [www.coxhealth.com/FAP](http://www.coxhealth.com/FAP).