

## **BILLING AND FINANCIAL SERVICES SUMMARY**

**FINANCIAL ASSISTANCE:** Firelands Regional Medical Center is committed to provide professional and compassionate access to healthcare for all medically necessary services to all persons regardless of their ability to pay.

The following information outlines the Financial Assistance options available to all persons served. For assistance regarding these programs, please visit our website at [www.Firelands.com](http://www.Firelands.com) or contact Financial counseling at 419-557-7879 or toll free at 1-800-342-1177 ext. 7879, or email [FinancialCounselors@Firelands.com](mailto:FinancialCounselors@Firelands.com)

**HCAP** (Hospital Care Assurance Program) State and Federal program as defined in Ohio Revised Code 5168.14 and administered by the Ohio Department of Medicaid.

**FAP** (Financial Assistance Program) Funding is provided by Firelands Regional Medical Center.

**HCAP** and **FAP** programs do **NOT** cover charges incurred for Physicians, Hospitalists, Pathologists, Radiologist, Anesthesiologists, or Emergency Transport Services by either land or air.

These programs are based on the Federal Income Guidelines and focus on total income and family size and require a formal application, proof of income and other documentation.

**EXCEPTIONAL CIRCUMSTANCES:** If your family income exceeds the assistance threshold, you may submit documentation regarding exceptional medical circumstances or excessive medical bills to be considered for discretionary assistance.

**BILLING:** During your stay, you may receive statements from various providers including, but not limited to, Emergency Room Physicians, Radiologists, Pathologists, and Anesthesiologists. Please call the provider listed on your statement to discuss billing concerns.

**CONTACT INFORMATION:** To apply for Financial Assistance or to obtain additional information regarding Financial Assistance, Care Loan Program, Payment Plans or your Billing statement, please contact a Financial Counselor using one for the following options:

**Phone:** (419) 557-7879

**Toll Free:** (800)342-1177 Ext. 7879

**Email:** [FinancialCounselors@Firelands.com](mailto:FinancialCounselors@Firelands.com)

**Address:** Financial Counselors

1111 Hayes Ave.

Sandusky, OH 44870

**Hours:** Monday-Friday

8:00 a.m. to 4:30 p.m.

**FINANCIAL POLICIES:** Firelands Regional Medical Center's Financial Assistance Policy and Billing and Collection Policy can be found on our website at [www.Firelands.com](http://www.Firelands.com). Paper copies are also available free of charge at Main Campus, 1111 Hayes Avenue, Sandusky, OH 44870. Copies can be obtained in the Financial Counseling Offices, Patient Registration Offices or in the Emergency Room. A copy can also be mailed to you at your request. Appointments available upon request.