Sheppard Pratt Hospitals
Patient Financial Assistance Policy: Billing Information Sheet and Plain Language Summary

Sheppard Pratt Health System is dedicated to providing patients with the highest quality of care and service. This summary provides information for patients receiving services in inpatient and outpatient programs located in hospital buildings (the Weinberg Building in Towson and in the hospital buildings of Sheppard Pratt at Ellicott City).

Eligibility for Financial Assistance
Under the Financial Assistance Policy (FAP), certain uninsured and underinsured patients may be eligible to receive financial assistance for the cost of emergency and medically necessary hospital services. Certain services are excluded, such as elective services, Education Program(s), the Retreat, Ruxton House, and Magnolia House, as well as related ancillary services. The Quaker population may be eligible for separate and/or additional assistance under Sheppard Pratt’s separate Quaker FAP.

Patients eligible for financial assistance under the FAP will not be charged more for emergency or medically necessary care than the amount generally billed to insured patients. Eligibility is based on gross family income and family size of the patient and/or responsible person. Annual income criteria used will be 300% of the current annual federal poverty guidelines. Assets and liabilities will also be considered. Financial assistance may be awarded up to 100% of medical charges. Patients with family income up to 500% of the current federal poverty guidelines may be eligible for a payment plan.

Applying for Financial Assistance
Patients seeking financial assistance must complete an application form and provide the supporting documentation requested in the FAP and the application form. A free copy of the FAP and the application form is available from any of the following:

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<th>In Person:</th>
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<td>Any patient registration location/office; or The Conference Center at Sheppard Pratt 6501 N. Charles Street Baltimore, MD 21204</td>
<td>Sheppard Pratt Health System Attn: Financial Assistance P.O. Box 6815 Baltimore, MD 21285-6815</td>
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<td>Website: <a href="http://www.sheppardpratt.org/for-patients-supports/financial-support-and-billing-information/">www.sheppardpratt.org/for-patients-supports/financial-support-and-billing-information/</a></td>
<td>Phone: (410) 938-3370 (Local) (800) 264-0949 (Toll Free) Monday-Friday, 8:00am to 3:00pm</td>
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Sheppard Pratt representatives are available by appointment at the Conference Center or by phone (listed above) to assist patients with the application process. Translations of the FAP, the application form, and this summary are available in the following language upon request: Spanish. For other languages, translation assistance may be available upon request.

Patient Rights, Appeals, Complaints and Maryland Medical Assistance
Patients have a right to request and receive a written estimate of the total charges for nonemergency hospital and professional services, procedures, and supplies that are reasonably expected to be provided and billed by Sheppard Pratt. Patients that meet the criteria in the FAP may receive assistance from Sheppard Pratt in paying their bill. If you believe you have been wrongly referred to a collection agency, you have the right to contact the Sheppard Pratt business office via phone (see above). The Maryland Health, Education, and Advocacy Unit (1-877-261-8807; [heau@oaag.state.md.us](mailto:heau@oaag.state.md.us)) is available to assist patients who have been denied financial assistance with an appeal. Complaints concerning alleged violations of the Sheppard Pratt FAP under Maryland law can also be filed with the Health Services Cost Review Commission via email ([hscre.patient-complaints@maryland.gov](mailto:hscre.patient-complaints@maryland.gov)).

You may be eligible for Maryland Medical Assistance, which is a program funded jointly by the State and Federal governments that pays up to the full cost of health coverage for eligible low-income individuals. In some cases, you may have to apply and be denied for this coverage prior to being eligible under the FAP. For more information regarding Maryland Medical Assistance, please call your local Department of Social Services by phone 1-800-332-6347 or via the internet ([www.dhr.state.md.us](http://www.dhr.state.md.us)).

Patient Obligations
For those patients with the ability to pay, it is their obligation to pay in a timely manner. Sheppard Pratt makes every effort to see that patient accounts are properly billed, and in-patients may expect to receive a uniform summary statement within 30 days of discharge. It is the patient’s responsibility to provide correct insurance information. If you do not have health coverage, we expect you to pay the bill in a timely manner. If you believe that you may be eligible under the Sheppard Pratt FAP, or if you cannot afford to pay the bill in full, you should contact us as noted above.

If you fail to meet the financial obligations of your bill, you may be referred to a collection agency. It is the obligation of the patient to provide accurate and complete information, including updates if your financial position changes.

Billing Disclosures
Physicians who care for patients at Sheppard Pratt, whether inpatient or outpatient, generally bill separately and their charges are not included on your hospital billing statement. To the extent permitted by law and pursuant to Sheppard Pratt policies, hospital charges may include, but are not limited to, a facility fee for outpatient use of hospital facilities, clinics, supplies and equipment, and nonphysician services (such as nonphysician clinicians).

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