



## 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.

**Phone:** 417-269-6765  
**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, or you may pick up an application at any CoxHealth registration/check-in location or online at [www.coxhealth.com/FAP](http://www.coxhealth.com/FAP):**

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| <b>Cox Medical Center South</b><br>West Pavilion Entrance<br>3801 S. National Ave.<br>Springfield, MO | <b>Cox Primrose Building</b><br>Patient Financial Services<br>1115 E Primrose St.<br>Springfield, Mo.<br>West side under awning | <b>Cox Medical Center Branson</b><br>Medical Plaza One<br>101 Skaggs Rd<br>Branson, MO<br>Business Office/ 2 <sup>nd</sup> floor | <b>Cox Monett Hospital</b><br>1000 US-60<br>Monett, MO<br>Outpatient Registration | <b>Cox Barton County Hospital</b><br>29 NW 1 <sup>st</sup> Lane<br>Lamar, MO<br>Outpatient Registration |
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### 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).