



Financial Assistance - Plain Language Summary

TPG Hospital, LLC d/b/a Northwest Surgical Hospital (“Northwest Surgical Hospital”) understands that it can be difficult for some patients to afford to pay their medical bills. For this reason, Northwest Surgical Hospital provides financial assistance for qualifying patients who receive emergency or other medically necessary care from Northwest Surgical Hospital. This summary provides a brief overview of Northwest Surgical Hospital’s Financial Assistance Policy.

Who is Eligible?

Financial assistance is generally determined by your total household income as compared to the Federal Poverty Level. Patients with family incomes less than or equal to 150% of the Federal Poverty Level are eligible for a 100% charity care write-off of the portion of the charges for which you are responsible. Patients with family incomes ranging from 151% to 300% of the Federal Poverty Level, are eligible for discounted rates on a sliding scale. To qualify for financial assistance, patients must complete a financial assistance application, provide requested documents to verify financial need and meet other eligibility criteria. Patients who are eligible for financial assistance will not be charged more for eligible care than the amounts generally billed to patients who have insurance coverage covering such care. You may be asked if you have insurance of any kind to help pay for care. You may be asked to show that insurance or a government program will not pay for care.

What Services Are Covered?

Financial Assistance is only available to emergency and other medically necessary care. These terms are defined in the Financial Assistance Policy. Elective services are not covered by the Financial Assistance Policy.

How Can I Apply?

You must apply for financial assistance by completing a written application and providing requested supporting documentation, as described in the Financial Assistance Policy and the Financial Assistance Policy application. The Financial Assistance Policy application instructions will be made available upon patient request at the time of service.

If a patient wishes to apply for financial assistance after the medical services have been provided, the Financial Assistance Policy application instructions may be accessed and printed directly from the Northwest Surgical Hospital’s website, www.nwsurgicalokc.com

Patients may also request a copy of the Financial Assistance Policy application instructions by mail. To request a copy of the documents by mail, patients should call the Customer Service department at **405-419-8444**.

How Can I Get Help with an Application?

For help with a Financial Assistance Policy application, you may contact:

Northwest Surgical Hospital
Customer Service
14024 Quail Pointe Drive
Oklahoma City, OK 73134
405-419-8444.

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After the application has been reviewed, a determination of eligibility or non-eligibility will be made and you will be notified of the decision.

How Can I Get More Information?

Copies of the Financial Assistance Policy and application form are available at www.communityhospitalokc.com and the Northwest Surgical Hospital Customer Service center, 14024 Quail Pointe Drive, Oklahoma City, OK 73134 within Northwest Surgical Hospital. Free copies of the Financial Assistance Policy and application also can be obtained by mail by calling the Customer Service department at 405-419-8444. Additional information about the Financial Assistance Policy is also available upon request in any admissions area and at Customer Service, 14024 Quail Pointe Drive, Oklahoma City, OK 73134 or by telephone at 405-419-8444.

What If I Am Not Eligible?

If you do not qualify for financial assistance under the Financial Assistance Policy, you may qualify for other types of assistance. For more information, please contact Northwest Surgical Hospital Customer Service, 14024 Quail Pointe Drive, Oklahoma City, OK 73134 or by telephone at 405-419-8444.

Provider List:

The financial assistance is not available to services provided by providers who are not employed by Northwest Surgical Hospital or other providers who treat you at a Northwest Surgical Hospital facility, but bill separately from Northwest Surgical Hospital for their services and do not participate in the Northwest Surgical Hospital Financial Assistance Program. A full list of providers can be found in a separate document available at www.nwsurgicalokc.com and the Northwest Surgical Hospital Customer Service center, 14024 Quail Pointe Drive, Oklahoma City, OK 73134 within Northwest Surgical Hospital.

Translations of the Financial Assistance Policy, the Financial Assistance Policy application, and the plain language summary are available, upon request, in English, Spanish, and Vietnamese.

Related policies:

Sys-RCM-116: Billing and Collections Policy

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