



## **Payment Policy Update for Monroe County Hospital**

This notice is being provided to make the public aware of enhancements to the payment and collections policies of the Hospital.

We are proud of our public mission to provide quality care to all who need it, 24 hours a day, 7 days a week, regardless of the patient's ability to pay. Fear of a hospital bill should never get in the way of your coming to Monroe County Hospital for essential health services.

As a business, however, to continue providing the excellent quality of care you expect and deserve, the hospital must balance its budget. We have reviewed all areas of our "business" and implemented many improvements. One of our policy changes, starting July 1<sup>st</sup>, will be for our admissions office staff to request payment based on estimated patient responsibility and insurance requirements.

If you do not have health insurance and worry that you could be unable to pay for your care, we may have resources to help. Monroe County Hospital participates with Georgia's Indigent Care Program to offer discounted or free care to patients based on your income, assets, and needs. Our financial counselor will work with you to determine if you are eligible. If you have already been qualified for this program, we will only request that you pay your pre-approved co-payment. In addition, our financial counselor may advise you of local agencies that offer free or low-cost health insurance to assist with healthcare costs. We will continue to work with ALL our patients to develop reasonable payment plans when needed.

As always, we at Monroe County Hospital appreciate the support of our community and look forward to serving all of you for many years to come.