



Financial Assistance Policy Plain Language Summary

As part of its charitable mission, WellSpan Health is committed to providing exceptional care for all members of the communities it serves. We recognize some patients and families may need financial assistance to help with the cost of health care. WellSpan Health offers financial assistance through its Financial Assistance Policy to ensure access to high-quality care for all.

Eligibility and Assistance Offered

In order to be eligible for free care or care at discounted rates, the patient and/or family must apply by completing a Financial Assistance Application. The decision to approve financial assistance will be based on a review of the individual's or family's income and assets. Proof of income – such as current pay stubs, Social Security, disability or other sources – is required. Additional information, such as copies of tax returns and/or bank statements, may be requested and may affect the decision. The Federal Poverty Guidelines, which are updated annually, are used to determine eligibility. Discounts ranging from 20% to 100% are available for services provided by WellSpan Health. WellSpan is committed to charging no more than the average of those amounts that are generally billed to patients in our communities who are eligible for financial assistance.

Applying for Financial Assistance

Patients and families wishing to apply for assistance may submit an application and supporting documentation to one of the WellSpan Patient Financial Services offices located in York, Adams, Lancaster and Lebanon counties. The application can be completed verbally or in writing. Should you need assistance completing the application, contact a Patient Financial Services office. The Financial Assistance Application can be found online at WellSpan.org/FinancialAssistance. In addition, printed copies of WellSpan Health's entire Financial Assistance Policy and this Plain Language Summary, which is available in English and Spanish, may be obtained at no cost by visiting or calling one of the WellSpan Patient Financial Services offices.

Please note, prior to being granted financial assistance, you will be asked to exhaust all other insurances for which you are eligible, including private insurance and Pennsylvania's Medical Assistance (Medicaid) program. If you are eligible, you must apply for a qualified health plan under the Affordable Care Act (ACA) or show rejection or exemption from such a plan. Failure to apply for coverage under the ACA will result in exemption from financial assistance. You may also contact one of the offices listed below for a copy of the application and to discuss any questions you might have. If eligible for assistance under the Financial Assistance Policy, eligibility will be maintained for one year from the date of determination. Financial assistance may not be available if you live outside of WellSpan Health's primary service areas.

Notification

In an effort to make patients, families and the broader communities aware of WellSpan Health's Financial Assistance Policy, we have taken a number of steps to widely publicize this policy, including posting of legible signage, development of this Plain Language Summary and distributing informational brochures at registration sites throughout our communities. If you need additional information or have questions, please contact a WellSpan Patient Financial Services office:

York County

WellSpan York Hospital
1001 S. George St.
York, PA 17405-7198
(717) 851-6395
Mon. – Thurs. 8 a.m. – 4:30 p.m.
Fri. 8 a.m. – 4 p.m.

Adams County

WellSpan Gettysburg Hospital
147 Gettys St., P.O. Box 3786
Gettysburg, PA 17325-0786
(717) 851-6395
Mon. – Thurs. 8 a.m. – 4:30 p.m.
Fri. 8 a.m. – 4 p.m.

Lancaster County

WellSpan Ephrata Community Hospital
Customer Service Dept.
169 Martin Ave., P.O. Box 1002
Ephrata, PA 17522-1002
(717) 738-6261
Mon. – Fri. 8 a.m. – 4 p.m.

Lebanon County

WellSpan Good Samaritan Hospital
Patient Financial Advocate 1st FL/PAS
4th & Walnut St.
Lebanon, PA 17042
(717) 270-4881
Mon. – Fri. 7:30 a.m. – 4:30 p.m.

WellSpan Philhaven

Patient Financial Services
283 S. Butler Rd., P.O. Box 550
Mt. Gretna, PA 17064
(717) 675-1111
Mon. – Fri. 8 a.m. – 4 p.m.