Dignity Health

# COMMONSPIRIT HEALTH
# GOVERNANCE POLICY ADDENDUM

**ADDENDUM Finance G-003A-A** **EFFECTIVE DATE:** 7/1/2021

**SUBJECT:** Hospital Facility Financial Assistance Contact Information

Mercy Gilbert Medical Center

Pursuant to CommonSpirit Governance Policy Finance G-003, *Financial Assistance*, the contact information of Mercy Gilbert Medical Center is as follows:

- Copies of the Financial Assistance Policy, Financial Assistance Application, Billing and Collections Policy, and Plain Language Summary are available on the Hospital Facility's website at: https://www.dignityhealth.org/arizona/locations/mercygilbert/patients-and-visitors/for-patients/billing-and-payment/financial-assistance
- A copy of the Provider Listing is available at: https://www.dignityhealth.org/arizona/locations/mercygilbert/patients-and-visitors/for-patients/billing-and-payment/financial-assistance
- Patients may obtain additional information regarding the Hospital Facility's AGB percentage and how the AGB percentages were calculated from a financial counselor at: 480-728-7281
- All patients/Guarantors that are interested in obtaining financial assistance or have questions about financial assistance, the application process, billing and payment plan options, actions in the events of non-payment, and other applicable programs that may be available with respect to their accounts may:
    1. Contact the Hospital Facility in person at: Financial Counselor Office
    2. Call the financial counselor of the Hospital Facility at: 480-728-7281
    3. Visit the Hospital Facility's website at: https://www.dignityhealth.org/arizona/locations/mercygilbert
    4. Mail requests to: Mercy Gilbert Medical Center, PO Box 3008, Rancho Cordova, CA 95741-3008
- Patients/Guarantors denied Financial Assistance may also appeal their eligibility determination. Disputes and appeals may be filed by contacting Customer Service Mgr 888-488-7667 or the Financial Assistance Center at: PO Box 3008, Rancho Cordova, CA 95741-3008

**ASSOCIATED DOCUMENTS:**
CommonSpirit Governance Policy Finance G-003, *Financial Assistance*
CommonSpirit Governance Policy Finance G-004, *Billing and Collections*