



Patient Financial Assistance Policy

Plain Language Summary

As part of Tower Health at Home's mission to provide compassionate, accessible, high-quality, cost-effective healthcare to the community, we recognize some patients and families may need financial assistance to help with the cost of health care services. Therefore, Tower Health at Home offers patient financial assistance to ensure access to high-quality health care for all.

Eligibility and Assistance Offered

Patients who are denied Medicaid coverage, or who are screened and do not meet the Medicaid guidelines, will be considered for the Tower Health at Home Patient Financial Assistance program. Patients and families wishing to apply for assistance may submit an application and the supporting documentation to a Tower Health at Home patient financial services representative.

The Federal Poverty Guidelines are updated yearly and are used to determine eligibility for Patient Financial Assistance. Patients will be asked to provide verification of household income along with the names of people residing in the household during the application process. This information is used to identify where the household falls within the Federal Poverty Level Guidelines (FPL). The FPL category will determine the amount you will pay toward your medical bill. For patients above 400% of the FPL, the uninsured rate applies. The uninsured rate is 70% of the amounts generally billed and is applied when an initial payment is made.

Applying for Patient Financial Assistance

The current Patient Financial Assistance policy and applications for financial assistance are accessible on our website at: <https://towerhealth.org/locations/home-health-and-hospice/tower-health-home-financial-assistance>. In addition, printed copies of the entire Patient Financial Assistance Policy and application may be obtained at no cost by emailing THAHBilling@towerhealth.org or by calling 610-378-0481.

Patients are encouraged to begin applying for financial assistance as early as possible. The sooner Tower Health at Home becomes aware of the financial need, the greater the opportunity for us to connect you with potential resources such as Medicaid and other assistance or insurance programs. Patients may request consideration for financial assistance at any point during the billing and collection cycle.

Should you need help with applying, you may contact us by email at THAHBilling@towerhealth.org or call 610-378-0481.

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