

## FINANCIAL ASSISTANCE AT OLIVIA HOSPITAL & CLINIC

Olivia Hospital & Clinic offers financial assistance. Information on eligibility, how to apply, and how financial assistance is calculated is fully described in Olivia's Financial Assistance Policy. To obtain a free copy of the Financial Assistance Policy and application form online, to request free copies by mail, or for help with the application process, please visit or contact Olivia Hospital & Clinic as follows:

Website: <https://www.healthpartners.com/care/hospitals/olivia>

Physical Location: Olivia Hospital & Clinic  
Patient Financial Services  
100 Healthy Way  
Olivia, MN 56277

Phone: 320-523-8300 (Patient Financial Services)  
800-916-1836 (Customer Service – Toll Free)  
320-523-8349 (Patient Financial Services Fax Number)

**ELIGIBILITY:** Olivia Hospital & Clinic calculates financial assistance based on patients' household income compared to what is called the Federal Poverty Line (FPL). Patients whose household income is less than 100% of FPL will receive the most generous discount. Above 100% of FPL, the level of financial assistance will depend on household income, family size, and the total hospital charges for the care. Please refer to Olivia's Financial Assistance Policy for more information. If a patient has received emergency or other medically necessary care at Olivia Hospital & Clinic and is eligible for financial assistance, Olivia Hospital & Clinic will not charge more than amounts generally billed to patients that have health insurance coverage.

**HOW TO APPLY:** To apply for financial assistance, patients must fill out an application form and return it to Olivia Hospital & Clinic in person, by mail or by fax using the contact information above. Patients will be asked to provide documentation verifying income (such as a federal income tax return) and information about current or potential health insurance coverage (such as Medicaid, Medicare, or private insurance). Patient Account Representatives can be reached by phone at 320-523-8300. Please refer to Olivia's Financial Assistance Policy for more information.

**TRANSLATIONS:** Translations of Olivia's Financial Assistance Policy, application form, and plain language summary are available in certain languages according to the communities served by Olivia Hospital & Clinic. For free translated copies, please visit Olivia's website or request copies using the contact information above.