

# Cheyenne Regional Financial Assistance Policy Summary

Cheyenne Regional Medical Center (CRMC) is committed to helping patients understand their financial options when they receive medically necessary healthcare. CRMC assists underinsured and uninsured patients in navigating federal and state health insurance programs and enroll those patients in the programs for which they are eligible. CRMC also offers financial assistance to individuals who qualify based on the criteria below.

## Criteria for financial assistance

1. CRMC determines whether you qualify for financial assistance based on your income and household size compared to the Federal Poverty Guidelines. See <http://aspe.hhs.gov/poverty/index.cfm> for the current guidelines.
2. CRMC grants financial assistance to US citizens who are residents of the following **Wyoming** counties: Laramie, Albany, Carbon, Converse, Goshen, Platte, Niobrara and the following **Nebraska** counties: Kimball and Banner.
3. Financial assistance will only be granted for medically necessary services.
4. Please see <http://cheyenneregional.org/billing-and-insurance/> for a list of all physicians to determine whether a specific physician follows the CRMC financial assistance policy.
5. Before any financial assistance is granted, you must have already exhausted all other sources of payment including insurance and public assistance.

## How to apply for financial assistance

1. Request an application (free of charge):
  - Download a copy of the financial assistance application on <http://cheyenneregional.org/billing-and-insurance/>
  - Call 307-996-4777 (option 2) to request a copy of the application be sent via mail or email.
  - Pick up a paper application from **Patient Financial Services Department** located 2600 East 18th Street Cheyenne, WY 82001 or **Patient Admissions** located at 214 East 23rd Street Cheyenne, WY 82001.
2. Submit your signed and completed financial assistance application, along with a copy of your picture ID, proof of address, and proof of income to Patient Financial Services Department or Patient Admissions.
  - Proof of Income: You are required to provide a copy of your most recent federal tax return. You must provide a copy of your most recent statement or award letter if you receive other benefits including social security, disability, unemployment, veterans' benefits, etc. Cheyenne Regional may also request that you provide copies of the following: (1) paystubs from the previous 90-days, (2) W-2 issued by your employer, or (3) pension or retirement income, interest, dividends, rents, royalties, income from estates, trusts, educational assistance, alimony, and child support. If you don't have any of the documents listed above, please call 307-996-4777 (option 2) to discuss additional documents you may provide to prove your income.
  - Proof of Residency: You must provide one document showing where you are currently living. Examples of documents that CRMC will accept are: utility bills, mortgage statements, lease agreements, housing assessments, rent receipts, voter registration, or a letter from the person providing you shelter (including a homeless shelter).
3. CRMC provides financial counselors who assist patients with the application process. If you need assistance, please contact customer service at 307-996-4777 option 2 to schedule an appointment.
4. You must apply within 240 days from the date you receive your first billing statement for the care you received and need assistance with paying.
5. CRMC will notify you whether you qualify for financial assistance within a reasonable time after you apply. CRMC will not process incomplete applications.
6. If you qualify, you will not pay more than the amount generally billed for emergency or other medically necessary care to individuals who have insurance covering such care after discounts have been applied per the insurance contract. To see the levels of financial assistance available, please see the financial assistance policy <http://cheyenneregional.org/billing-and-insurance/>.
7. If you are denied, it means you did not meet the criteria to qualify for financial assistance and you are responsible for the payment of the care you received. CRMC offers a self-pay discount for those who do not qualify for financial assistance and do not have insurance. Please call 307-996-4777 (option 2), if you want to appeal the determination or if you want to discuss the self-pay discount and payment plan options.
8. Cheyenne Regional does not discriminate in the determination of financial assistance eligibility on the basis of race, color, ethnic origin, sexual orientation, marital status, age, sex, or disability.