



Financial Assistance Policy Plain Language Summary

It is the policy of Mental Health Emergency Center (MHEC) to provide financial assistance to patients in need. MHEC will extend medically necessary services at no cost, or at a reduced amount, to an individual who is eligible under the FAP criteria. In accordance with the law, MHEC will always provide a medical screening and necessary stabilizing treatment to patients in a hospital emergency department even if they can't demonstrate the ability to pay for that care.

Financial Assistance Eligibility:

Financial assistance is available to permanent residents of Wisconsin who have been treated by a MHEC provider for their injury, current illness or condition/treatment; who are not eligible for government or private health insurance; and is generally determined by your total household income as compared to the Federal Poverty Level (FPL). If your income is less than or equal to 250% of the FPL, you may qualify for a 100% financial assistance adjustment on the portion of the charges for which you are responsible. Patients who are eligible for financial assistance will not be charged more for emergency or other medically necessary care than the amounts generally billed.

Uninsured Wisconsin residents who qualify under certain federal and state assistance programs, may be considered Presumptively Eligible for a 100% financial assistance adjustment and no application is necessary. We may ask you to provide verification of eligibility if MHEC is unable to verify eligibility electronically. The Presumptive Eligibility criteria as well as other financial assistance criteria are described in detail in MHEC's full Financial Assistance Policy (FAP).

Applying for Financial Assistance:

A completed financial assistance application and supporting documentation should be submitted to MHEC no later than 240 days following the first billing statement for care. Financial Advocates located on site are available to provide more information about and provide any needed assistance with the Financial Assistance application process. For more information about MHEC's financial assistance programs or to obtain free copies of the financial assistance application, plain language summary or policy (available in multiple languages) you may:

- **Visit:** <https://mentalhealthmke.org/>
- **Call:** 414-441-9670
- **Mail:** MHEC Financial Assistance, PO Box 0909996, Milwaukee, WI 53209-09996