

Summary of Financial Assistance

Our General Financial Assistance Policy:

The East Hawaii Region of Hawaii Health Systems Corporation, consisting of Hilo Medical Center, Ka`u Hospital, Hale Ho`ola Hamakua and our 9 affiliated outpatient clinic, treats emergency and other non-elective patients regardless of their ability to pay or the availability of third-party coverage. Under our Financial Assistance Policy, we provide financial assistance for emergency and other medically necessary care as defined by The Centers for Medicare and Medicaid Services (CMS) under any facility within the East Hawaii Region. The Financial Assistance Policy provides guidelines for financial assistance to self-pay patients receiving non-elective services based on financial need (discounted care) and in addition to other discounts. If you are eligible for financial assistance under our policy, you will receive free or other discounted assistance according to the following sliding scale:

Household Hawaii Federal Poverty Level	% Reduction of Charges
100% -200%	Full write-off (100%)
201% - 250%	75% discount
251% - 300%	50% discount
301% - 400%	25% discount
401% and greater	No discount

To Apply for Assistance:

1. Obtain our Financial Assistance Application.
2. Complete application and submit to the respective hospital providing services with supporting documents as listed in the "Financial Assistance Application". For timely processing, please return documents within 15 days.
3. Complete applications will be processed within 30 days of receipt.
4. A determination letter will be mailed to you once the application has been processed.
5. If approved, applications will be valid for 120 days from the date of application on the same calendar year.

How to Obtain Copies of our Financial Assistance Policy and Financial Assistance Application:

- On the East Hawaii Region's websites found here: <https://www.hilomedicalcenter.org/insurance-and-billing.html>.
- At the point of registration with our Patient Access Representatives (including the emergency department registrar), or in any of our Financial Counselor or Cashier Offices.
- If you contact a Financial Counselor, we will fax, mail or email you a copy of our Financial Assistance Application form.

How to Obtain Information and Assistance Regarding our Financial Assistance Policy:

For information regarding our Financial Assistance Program and Financial Assistance Application Form, please contact our Financial Counselor located near the Main Lobby in our main facility at 1190 Waiuanue Avenue, Hilo, HI 96720 or call 808-932-4347

Thank you for choosing us for your health care needs, we look forward to servicing you in the future.