

HELPFUL TIPS ABOUT FINANCIAL ASSISTANCE

Hospice of the Western Reserve provides comfort care to seriously ill people regardless of ability to pay, and there may be circumstances where financial assistance is needed.

We are here to help if:

- You do not have medical insurance.
- Your medical insurance does not cover hospice or palliative care services.
- Your medical insurance has terminated.
- Your medical insurance has limited coverage.
- You completed a Medicaid application and are waiting for approval and/or you do not qualify.
- Your financial status has changed.
- You choose not to elect the hospice benefit provided by your primary medical insurance but you are requesting Hospice of the Western Reserve services.

As part of *Our Care Promise*, a Financial Resource Advocate is available to conduct a financial assessment* and help answer questions regarding financial options.

To set up an appointment with the Financial Resource Advocate:

- Talk with a Hospice of the Western Reserve team member to help arrange a meeting.
- Call 216.383.2222, ext. 2290 (or)
- Click on the "Contact Us" option on our website at hospicewr.org.



**HOSPICE
OF THE
WESTERN
RESERVE**

*Supporting documentation may need to be provided to complete a financial assessment.

Understanding Financial Terms

Services In-Kind: Services provided to patients at no charge. Fees are waived for patients who do not have medical insurance, are not eligible for covered benefits, and do not qualify for any government assistance programs. Patients must have completed a Financial Assessment and their household income must be less than 200 percent of the Federal Poverty Level.

Patient Pay: A patient who pays directly for services provided by Hospice of the Western Reserve. Fees may be reduced for patients, who have inadequate medical insurance, do not qualify for any government assistance programs, and who have limited income, assets, and resources.

Sliding Fee Scale: Scale used to determine discounted fees for services offered by Hospice of the Western Reserve. The scale is based on the Department of Health & Human Services Federal Poverty Guidelines and is updated annually.

Financial Assessment: A Financial Resource Advocate will meet with the patient/family at their convenience to discuss and complete a financial assessment form, which will determine eligibility for discounted fees. Supporting documentation may need to be provided to complete a financial assessment.

Payment Agreement: A binding agreement between Hospice of the Western Reserve and the patient/family that states the amount of the fees that will be paid for hospice and palliative care services, the length of the agreement and frequency of payments.



HOSPICE
OF THE
WESTERN
RESERVE

17876 St. Clair Avenue
Cleveland, OH 44110-2602

*Serving Ashtabula, Cuyahoga, Geauga,
Lake, Lorain and Summit Counties with
offices throughout.*

Hospice Resale Shop in Lyndhurst

800.707.8922 | hospicewr.org

