



Financial Assistance Plain Language Summary Mercy Hospital and Trauma Center, Mercy Walworth Hospital and Medical Center, and Mercy Harvard Hospital

Mercyhealth provides financial assistance to patients who live in the communities it serves who cannot pay their hospital bills and who qualify under the Mercyhealth Hospital Financial Assistance Policy (FAP). These patients can get emergency or other medically necessary care from Mercyhealth hospitals for free or at a discount, depending on their eligibility.

Financial Assistance Eligibility

A patient who is “presumptively” eligible or whose family’s gross income is at or below 200% of the Federal Poverty Level (“FPL”) will get a full, 100% discount. Patients with household gross income above that but at or below 300% of the FPL will get a sliding scale discount ranging from 20% to 80%. In Illinois, patients with household gross income at or below 600% of the FPL may get a partial discount.

No patient eligible for financial assistance under the FAP will be charged more for emergency or other medically necessary care than the amounts generally billed (AGB) to patients who have insurance covering such care.

How to Apply or Get Help

All patients may apply. Unless we tell you that you are “presumptively” eligible, you must complete a written application, along with supporting documents, showing income, assets, and household size. Some of the documents you will need to submit include your tax returns, pay stubs, and bank statements. There is a time limit to apply, so we encourage you to apply as soon as you can after you get care.

You may apply in person, get help with the Application, and get more information from:

Mercyhealth Customer Service Department

580 N. Washington Street
Janesville, WI 53547
(608) 741-7630 or toll free (866) 269-7115
Monday through Friday 8am to 4:30pm

How to Get the Policy and Application for Free

- By mail - Call or write to the Mercyhealth Customer Service Department
- In person - Visit Mercy Hospital and Trauma Center, Mercy Walworth Hospital and Medical Center, Mercy Harvard Hospital, or the Customer Service Department (Monday through Friday 8am to 4:30pm)
- Online - At www.mercyhealthsystem.org

The Mercyhealth Hospital Financial Assistance Policy, Application and this Plain Language Summary are available in English and disponible en Español.

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