

**PATIENT INFORMATION:  
BILLING AND FINANCIAL ASSISTANCE POLICY**

**Overview of MMC's Financial Assistance Policy:** Mercy Medical Center (MMC) provides and promotes health services for the people of Baltimore of every creed, race, economic, and social condition. In the spirit of its sponsor, the Sisters of Mercy, MMC has a special commitment to the underserved and the uninsured.

MMC renders emergency care to all patients without regard to their ability to pay for such services. MMC also accepts, within the limits of its financial resources, all patients who require non-emergency hospital services, without regard to their ability to pay for such services. These policies, however, do not preclude MMC from reviewing:

- a. The patient's ability to pay;
- b. The availability of insurance benefits; or
- c. The patient's eligibility for Medical Assistance.

Services will be provided at no charge or at a reduced charge (based on a sliding scale) to patients who are unable to pay based on incomes up to approximately 400% above the federal poverty guidelines. (These guidelines are issued each year by the U.S. Department of Health and Human Services). MMC's financial assistance program is more generous than that required by Maryland law. Please see MMC's full Financial Assistance Policy for eligibility requirements and other information.

**Patient's Rights and Obligations:** MMC encourages patients to seek information and / or assistance related to their financial obligations to MMC. Each patient's circumstance is unique, but all patients have similar rights and obligations:

- Patients may request a financial assistance application at any point in the billing and collection process
- Patients may apply for Medical Assistance through MMC or directly with the Department of Health and Mental Hygiene. MMC offers an on-site State case worker to assist.
- Patients should contact the MMC billing office with any questions related to their bill, collection activities or to request a copy of MMC's Financial Assistance Policy.
- Patients are responsible for satisfying their financial obligations.
- Patients are responsible for providing timely, accurate information which is needed to verify insurance coverage or to determine eligibility for financial assistance, if they seek such assistance.

**Contact Information:** If you have any questions regarding an MMC bill, your financial obligations, or want more information about MMC's Financial Assistance Policy or Maryland's Medical Assistance program, you are encouraged to use the following contact information:

- MMC Billing Inquiries / Statements (410) 951-1700
- MMC Financial Assistance Application (410) 951-1700  
[www.hsrc.state.md.us/consumers\\_uniform.cfm](http://www.hsrc.state.md.us/consumers_uniform.cfm)
- MMC Financial Counseling (410) 332-9273
- MMC / Maryland Medical Assistance (410) 332-9396 or 9273
- Maryland Medical Assistance (800) 332-6347 or TTY (800) 925-4434  
[www.dhr.state.md.us](http://www.dhr.state.md.us)

**Please Note: Physician Services are NOT included in the Hospital bill.  
Physician services are billed SEPARATELY**