

**Financial Assistance Policy
(GL-2555)**

Appendix 5

Public Access to Policy

Information on the GHS Financial Assistance Policy, and the GHS Self-pay Billing and Collection Policy will be made available to patients and the community served by GHS free of charge through a variety of sources.

1. Patients and guarantors may request copies of the Financial Assistance Policy, the Self-Pay Billing and Collection Policy, the Financial Assistance Application, and/or the Plain Language Summary via mail at:

Gundersen Health System
Customer Financial Service; Mailstop: NCA3-01
1900 South Ave.
LaCrosse, WI 54601

2. Patients and guarantors may request copies of the Financial Assistance Policy, the Self-Pay Billing and Collection Policy, the Financial Assistance Application, and/or the Plain Language Summary via phone at (608) 775-8660 or (800) 362-9567, ext. 58660.
3. Patients and guarantors may download copies of the Financial Assistance Policy, the Self-Pay Billing and Collection Policy, the Financial Assistance Application, and/or the Plain Language Summary via www.gundersenhealth.org/faa.
4. Patients and guarantors may request copies of the Financial Assistance Policy, the Self-Pay Billing and Collection Policy, the Financial Assistance Application, and/or the Plain Language Summary in person at the following locations:
 - a. Gundersen Lutheran Medical Center
1900 South Avenue, La Crosse, WI
Emergency Services
1st Floor, Legacy Building - HM1802
(608) 775-4078
 - b. Gundersen Clinic
1900 South Avenue, La Crosse, WI
Patient Business Services - Cashiers
1st Floor, Clinic – CC1012
(608) 775-4078
 - c. Gundersen Clinic
3111 Gundersen Drive, Onalaska, WI
Patient Business Service – Cashiers
1st Floor, Clinic - CON1-091
(608) 775-8630