

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

Appendix 5

Public Access to Policy

Information on the PLHC Financial Assistance Policy, and the PLHC Self-pay Billing and Collection Policy will be made available to patients and the community served by PLHC 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:

Palmer Lutheran Health Center
112 Jefferson St.
West Union, IA 52175

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 (563) 422-3811.
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.palmerlutheran.org
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. Palmer Home Health & Hospice
200 Jefferson St
West Union, IA 52175
(563) 422-6267
(800) 335-0711
 - b. Palmer HME
200 Jefferson St
West Union, IA 52175
(563) 422-9714
 - c. Palmer Home Health & Hospice
Palmer HME
955 N. Fredrick Ave
Oelwein, IA 50662
(319) 283-4489