PATIENT NOTICE OF FINANCIAL ASSISTANCE

This summary notice applies to: Butler Medical Providers, Butler Memorial Hospital, Clarion Hospital, Excela Health Medical Group, Frick Hospital, Latrobe Hospital, Westmoreland Hospital

As part of our commitment to the health care needs of our community, WVU Medicine and its related organizations have instituted this program designed to provide financial assistance to our patients who may not otherwise be able to pay for part or all of their care ("Financial Assistance Program"). We provide financial counseling services and will also be able to help you determine your eligibility for insurance through the Department of Human Services.

A Courtesy Discount will be offered to patients with no insurance coverage, and who do not qualify or choose not to apply for our Financial Assistance Program. Patients who are responsible for the entire balance will have their gross charges reduced by a percentage equal to the Amounts Generally Billed to patients with insurance. The percent will be calculated at least annually based on the Medicare and negotiated commercial insurance rates in effect at that time.

Eligibility for Charity Care through our Financial Assistance Program will be determined through an application process which requires the patient or the patient's guarantor to cooperate and supply the following documents: Federal tax return, applicant and spouse income for the last thirty days, number of dependents, and bank statements relevant to making a determination of financial need. Charity Care will be determined based on income and family size. We will follow the Federal Poverty Guidelines when determining the patient's eligibility. Eligible patients will receive 75% or 100% financial assistance.

Presumptive Eligibility for Charity Care will be considered at 100% in instances when a patient may appear eligible for Charity Care discounts, but there is no financial assistance form on file due to lack of supporting documentation. In the event there is no evidence to support a patient's eligibility, WVU Medicine will use one or more of the following criteria to make a determination: Patients who qualify for Section 8 housing, patient is deceased and no estate, SNAP eligibility, patient is homeless or received care from a homeless clinic, and family or friends of a patient that provide information establishing the patient's inability to pay.

Please contact us if you wish to request a Financial Assistance Application or inquire about our Financial Assistance Policy:

Butler Hospital, Clarion Hospital, Butler Medical Providers:
Phone: 877-247-9925 (8:00 am to 4:00 pm, Monday-Friday)
Email: pbdindependence@ensemblehp.com.

Frick Hospital, Latrobe Hospital, Westmoreland Hospital, Excela Health Medical Group:
Phone: 866-322-0961, option 2 (8:00 am to 4:00 pm, Monday-Friday)
Email: excelahealth@optum360.com.

Visit our website (wvumedicine.org) to obtain a copy of our Financial Assistance Policy and Financial Assistance Application. Information is available at all of our locations, including in the hospital handbook, and on patient statements.

Revised 09/24/2026