

Financial Assistance/Charity Care Plain Language Summary

Copley Memorial Hospital is committed to caring for the entire community. In order to serve those who may not have health insurance or other means to pay for their care, Copley offers a comprehensive program of Financial Assistance/Charity Care. Reflecting our promise of advanced medicine and extraordinary care, this program provides generous assistance for those who meet certain eligibility requirements. In order to be considered, you need to complete an application and provide the supporting documentation listed on the applications.

For individuals whose family income is at or below 600% of the federal poverty level, Copley Memorial Hospital will provide discounted charges for emergency medical conditions or medically necessary services to those who have completed a Financial Assistance/Charity Care application and once they are approved, will not be charged more than the amounts generally billed.

Not all services are covered by Financial Assistance/Charity Care, such as any out-of-network services. In addition, your physician or other non-hospital provider may not participate in Copley Memorial Hospital's Financial Assistance/Charity Care program. Patients who receive Financial Assistance/Charity Care will remain responsible for any co-payments, co-insurance, and deductibles.

All sources of payment must first be exhausted before Financial Assistance/Charity Care can be considered. Other sources of payment include: all medical insurance, third party payers and liability claims, workman's compensation or other public programs. A patient representative is available to answer questions or provide help with the completion of the Financial Assistance/ Charity Care application.

Have Questions or Ready to Apply?

Copies of the Financial Assistance/Charity Care policy, application and plain language summary are available to download below by clicking on the links or going to the following web address: <https://www.rushcopley.com/about/billing-finance/>. The Financial Assistance/Charity Care information can also be obtained in our Patient Registration or Admission areas, or by contacting one of our Financial Counselors or business office staff members at the phone number listed below. Translation services are available upon request.

*Copley Memorial Hospital
Patient Financial Services Department
2000 Ogden Avenue
Aurora, IL 60504*

Please call 630-978-4990 between the hours of 8:00 am to 4:30 pm, Monday through Friday.