

In 2007:

- **Patients from over 60 different counties throughout Wisconsin and Illinois came to Froedtert to receive services.**
- **22% of the patients cared for in the Emergency Department had no insurance.**
- **4% of inpatients had no insurance coverage for their stay.**
- **14,000 patients were assessed for financial assistance programs by Froedtert financial counselors.**
- **11.5% of patient accounts were adjusted for charity care or bad debt.**

Fast Facts, Continued

- The Froedtert Scholars program at UWM College of Health Sciences awards scholarships to distinguished minority undergraduates, and its Minority Summer Internship Program provides UWM health science undergraduate students with an intensive, 10-week work experience at Froedtert. The hospital's REACH Program, provides good-paying, part-time jobs under the guidance of a hospital mentor for young adults participating in work readiness programs.
- Nearly 300 community education sessions and health screenings were provided to over 11,000 individuals covering a multitude of health improvement or disease prevention topics such as nutrition, tobacco/smoking cessation, CPR and weight management.
- In 2007, Froedtert launched its Community Services Program (CSP). This program encourages staff to become involved in community service activities by offering up to eight hours of pay per year for approved activities. Staff have over 80 partner organizations from which to choose.
- Froedtert & the Medical College of Wisconsin scored first nationwide in the equity measure for providing care that was equitable regardless of gender, race or socioeconomic status, in the University HealthSystem Consortium's annual quality and accountability scorecard.
- Froedtert employs 4,500 staff members, and as the region's only academic medical center, its economic impact is estimated at close to \$1 billion a year. Additionally, Froedtert reimburses Milwaukee County for services including law enforcement and public works and, under a land lease agreement reached in 1995, the hospital makes a significant annual payment to county government.

Financial Assistance and Billing Highlights

Policy: Froedtert Hospital is committed to providing the community with quality health care without regard to economic status, race, color, sex, faith or national origin of the recipient. Patients with insufficient resources to meet their financial responsibilities may be given a financial assistance discount to relieve all or a portion of the obligation to make payment for services rendered at Froedtert Hospital.

Communication

- Froedtert Hospital will communicate to patients the availability of financial assistance. They will provide uninsured patients information to ensure each patient understands the financial obligations s/he is incurring by receiving healthcare services.
- Brochures, available to all patients at registration, explain the hospital policy for billing and payment of services. Also, information is available on the hospital's Web site.
- Patients also have the opportunity to speak with a financial counselor, and the hospital will assist patients in identifying and applying for government assistance programs for which patients may be eligible.

Eligibility

- Froedtert Hospital reserves the right to review each application for financial assistance on its own merits and to consider other extenuating circumstances in the decision to approve or deny a patient's application for financial assistance.
- Applicant's gross family income will be compared to the annual Federal Poverty guidelines set forth by the U.S. Department of Health and Human Services. Applicants whose gross family income is equal to or less than 400% of the current year's poverty guidelines may qualify for a financial assistance discount.
- Patients with an annual gross income equal to or less than 400% of the current year's poverty guidelines will not pay more than 15% of their annual gross income on any single account during the approved eligibility timeframe.
- Patients with household income below 200% of the poverty level may receive free care. Those with household income between 200% and 400% may be eligible for assistance on a sliding scale.

Discounts

- Froedtert Hospital recognizes that patients without any insurance coverage are billed at full charges, and as the hospital offers discounts to other payers, several options for discounted billing are in place for these "self-pay" patients.
- Total charges to self-pay patients will be discounted 20% before any bill is submitted for payment. This discount will be noted on each patient's bill.
- An additional 20% discount will be extended to self-pay patients, if estimated charges are paid in advance of services.
- Self-pay patients who have not prepaid will receive a 10% Prompt Pay discount if the bill is paid in full within 15 days of receipt.