



Appleton
Area Health

Exceptional Service. Trusted Care.

Origination 10/3/2019

Approved 10/9/2026

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Owner Carly
Steinborn:
Revenue
Cycle
Manager

Department Business
Office

Charity Care Policy

PURPOSE:

Appleton Area Health is committed to providing excellent health care to the community. We recognize that not all patients have adequate financial resources to pay for necessary health care. Consequently, we will provide charity services to patients who qualify.

POLICY:

Appleton Area Health will provide a Charity Care application upon the request of a patient for services provided within one year of the request date. The application will be reviewed by management to determine discount eligibility.

PROCEDURE:

- Charity Care may be requested by a patient or their responsible party seeking financial assistance for medically necessary services provided at Appleton Area Health.
 - Application Process
 - To qualify for the Charity Care program, you must first apply for medical assistance within your county. If you are eligible for medical assistance, you are not eligible for Charity Care. If you do not qualify for medical assistance, you qualify for Charity Care.
 - Patient must then complete the Charity Care application to its entirety and provide all of the necessary documents requested. The application is available online or by mail. Assistance in completing the application is available by contacting the business office at 320-289-1580.
 - Applications can be turned in to Appleton Area Health in the following ways:

- Delivered to Patient Access or Patient Account staff
- Mailed to Appleton Area Health at 30 S Behl St, Appleton, MN 56208
- Faxed to 320-289-8536
- Once received, the Revenue Cycle Manager will review the application and determine the discounted amount based on the current year Federal Poverty Income Guidelines. A final review is completed by the CEO.
- Final Status
 - If the Charity Care application has been approved, the patient will be notified of the remaining balance due. All discounted amounts will be written off by the Revenue Cycle Manager. A copy of the completed application will be mailed to the patient or responsible party.
 - If the Charity Care application has been denied, the patient will be notified and a copy of the completed application will be mailed to the patient or responsible party. Other payment options will be discussed.

Approval Signatures

Step Description

Approver

Date

Carly Steinborn: Revenue Cycle
Manager

10/9/2026