# **Financial Assistance – Plain Language Summary**

**Financial Assistance Offered**: Copper Queen Community Hospital (CQCH) offers financial assistance, under its Financial Assistance Policy, to eligible patients unable to pay for emergency or other medically necessary care. An individual that is eligible for financial assistance cannot be charged more than the amounts generally billed for emergency or other medically necessary care.

**Eligibility Requirements and Assistance Offered:**Eligibility for financial assistance is based on many factors including the nature of the condition and care required, insurance coverage or other sources of payment, income, family size, assets, and is based on the United States national poverty guidelines.

Patients seeking financial assistance must comply with the Financial Assistance application process. This includes submitting the patient’s confirmation of income, verification of SSN and/or date of birth, verification of residency (utility bill, mortgage statement, etc.). **And** completing the application process for all available sources of assistance, including state subsidized care (Medicaid).

**How to Apply for Assistance and What is Eligible for Assistance**: The patient or any person involved in the care of the patient, including a family member or provider, can express financial concerns at any point. The patient or responsible party will then be encouraged to complete a financial assistance application. To qualify for financial assistance, an application can be submitted at any time prior to account receiving a court judgment. Financial assistance is limited to medical care provided at a CQCH location by CQCH medical personnel. Expenses such as travel, food, lodging, and durable medical equipment are not covered under Financial Assistance.

**Where to Obtain Copies, Submit Documents and Contact Information**: CQCH Financial Assistance Policy, Financial Assistance Application, and Plain Language Summary are available free of charge. These documents can be accessed in English and Spanish online, by phone or in person. Documents are online to download or print at https://cqch.org. You can ask for your copy by calling the location where you are seeking care. Copies are also available in person at any CQCH location and the CQCH Business Office.

**Locations:**

Copper Queen Community Hospital (Business Office)

101 Cole Ave

Bisbee, AZ 85603

(520) 432-5383

Copper Queen Community Hospital- Douglas Emergency Department

100 5th St

Douglas, AZ 85607

(520) 805-6800

Copper Queen Bisbee Rural Health Clinic

7 Bisbee Rd

Bisbee, AZ 85603

(520) 432-2042

Copper Queen Palominas Rural Health Clinic

10524 AZ-92

Hereford, AZ 85615

(520) 366-0300

Copper Queen Douglas Rural Health Clinic

100 5th St

Douglas, AZ 85607

(520) 805-6800

Copper Queen Tombstone Rural Health Clinic

7 N San Diego St

Tombstone, AZ 85638

(520) 432-2042

Copper Queen Hereford Rural Health Clinic

4524 E. Hereford Road

Hereford, AZ 85615

(520) 432-8220