



Facility Name:	Mercy Revenue Cycle	
Policy / Procedure:	MW MRC PSERV NHSC Financial Assistance Program Policy	
Original Effective Date:	1/12/2014	
Version Effective Date:	6/29/2021	
Approved:	Garrett Kates (Exec Dir-Pat Receivables Mgmt)	Date: 02/06/2026

**POLICY:**

To identify and provide assistance to patients that are financially or medically indigent and demonstrate an inability to pay for medically necessary care provided to them who qualify under the eligibility guidelines and evaluation processes defined in this policy. Mercy Clinic does not discriminate in the provision of services to an individual due to their inability to pay or based upon the individual's race, color, sex, national origin, disability, religion, age, sexual orientation or gender identity.

**POLICY DEFINITIONS:**

*Household Income – Includes but not limited to earnings, unemployment compensation, workers’ compensation, Social Security, Supplemental Security Income, public assistance, veterans’ payments, survivor benefits, pension or retirement income, interest, dividends, rents, royalties, income from estates, trusts, alimony, and other miscellaneous sources. The household income does not include child support, student loans, and student grants or non-cash benefits (such as food stamps and housing subsidies).*

*Household Size – Number of persons living at same residence*

**PROCEDURE:**

Mercy Clinic will assess the needs of patients that have indicated a possible financial hardship. The evaluation of financial hardship is conducted irrespective of the patient’s insurance status. All patients assessed under this policy will be treated consistently, encompassing both uninsured and underinsured individuals. Charity Care eligibility is based upon household size and household income.

If a patient requests or indicates a need for financial assistance for one of the reasons cited above, the patient shall provide proof of hardship by providing the following:

- Completed Financial Statement Application



The Financial Statement application and above attachments will be returned to the Mercy Revenue Management Customer Assistance Department. Financial assistance will only apply to the patient's liability portion of the charge after all other third-party payments are applied.

Mercy will provide information regarding the Financial Assistance Program in the community via patient statements, signage, and brochures in patient access areas and/or in the area of treatment. The paper Financial Assistance Application and Policy are available in both English and other languages prevalent in the area and can be requested from a provider's office, facility registration, Customer Service, or obtained on [www.mercy.net/fa](http://www.mercy.net/fa).

- Completed applications for financial assistance can be returned to:

Mercy Health  
Attention Financial Assistance  
2115 S Fremont Avenue, Suite 5300  
Springfield, MO 65804

Fax: 417-829-4604

Questions about the financial assistance policy may be directed to Mercy Health customer service 855-420-7900.

Patients excluded from this policy would be:

- Those patients receiving elective procedures

Once the patient has been identified as being eligible for Charity Care, a note will be placed in the patient's billing account. The application is kept on file within the patient's EPIC account. Charity Care discounts are applied to all patient responsibility amounts as assessed by their insurance payor, including any copay amounts and may be applied to any additional balances billed for 60 days after charity care posted. Upon the completion of a 60-day period, the patient must submit an updated NHSC application to maintain coverage under this policy.

Patients covered under this policy will receive complimentary care up to 200% of the federal poverty level. No patient at or below 200% of the federal poverty level will be charged a nominal fee. The Mercy policy extends eligibility beyond the 200% threshold required for NHSC status, allowing for discounted charges for patients approved within the 201-300% range of the federal poverty level. Patients approved within this range (referred to as Level 2 in our chart) will not be denied services if they are unable to pay at the time of service.

Professional services are covered by the [MRC PSERV Financial Assistance Program Policy Professional Services](#) policy, except those departments specifically listed on the hospital



include list, which are covered by the [MRC PSERV Financial Assistance Program Policy Hospital and Health Services](#).

Exhibit A:

- [Missouri](#)
- [Arkansas](#)
- [Kansas](#)
- [Oklahoma](#)

Exhibit B:

- [Sliding Fee Scale](#)

### EXHIBITS

Exhibit A: List of applicable NHSC sites

State	Clinic Name	Address
Arkansas	Mercy Clinic Family Medicine - Ozark	201 S 7th St Ozark, AR 72949
Arkansas	Mercy Hospital Paris - Mercy Family Medicine Paris	303 S. 5th St Paris, AR 72855
Arkansas	Mercy Health System - Mercy Clinic Mansfield RHC	100 N. Walnut Suite AMansfield, AR 72944
Arkansas	Mercy Health System - Mercy Clinic Booneville RHC	128 Daniel Avenue Booneville, AR 72927
Arkansas	Mercy Health System - Mercy Clinic Waldron RHC	1341 W. 6th St. Physician Building Waldron, AR 72958
Arkansas	Mercy Health System - Mercy Clinic Van Buren	2800 Fayetteville Rd. Van Buren, AR 72956
Kansas	Mercy Health Systems - Mercy Clinic Family Medicine Galena	111 E. 7th St Galena, KS 66739
Kansas	Mercy Health Systems - Mt Carmel Place Clinic	1015 S Mt Carmel Pl Pittsburg, KS 66762
Kansas	Mercy Health Systems - Tucker Terrace	2305 S Tucker Terrace Pittsburg, KS 66762
Missouri	Mercy Health Systems - Family Medicine Marionville	1 N. College Ave Marionville, MO 65705
Missouri	Mercy Health System-Joplin Women’s Health Office	100 Mercy Way Joplin, MO 64804



Missouri	Bloomfield Clinic	1003 State Highway 25 Bloomfield, MO 63825
Missouri	Mercy Health System-Mercy Clinic Mountain View	104 E. US Hwy 60 Mountain View, MO 65548
Missouri	Mercy Health System- Mercy Clinic Marshfield	1040 W. Washington Marshfield, MO 65706
Missouri	Mercy Health System-Mercy Clinic St. James	107 W. Eldon St. James, MO 65559
Missouri	Mercy Health System- Mercy Clinic Buffalo	118 West Dallas Buffalo, MO 65622
Missouri	Mercy Health Systems - Mercy Clinic Family Medicine Lebanon	120 Hospital Drive Suite 100 Lebanon, MO 65536
Missouri	Mercy Health System - Mercy Lebanon OBGYN	120 Hospital Drive Suite 300 Lebanon, MO 65536
Missouri	Mercy Health Systems - Mercy Clinic Pediatrics Lebanon	120 Hospital Drive Suite 350 Lebanon, MO 65536
Missouri	Mercy Health System-Mercy Clinic Mountain Grove	120 West 16th Street Mountain Grove, MO 65711
Missouri	Family Medicine of Dexter	1200 N One Mile Road Dexter, MO 63841
Missouri	Mercy Health System-Mercy Clinic Willow Springs	1202 E. Main St Hwy 60-63 Willow Springs, MO 65793
Missouri	Mercy Health System-Mercy Clinic Lockwood	1307 Main Lockwood, MO 65682
Missouri	Mercy Health System-Mercy Clinic Behavioral Health Lark Street	1312 East Lark Street Springfield, MO 65804
Missouri	Mercy Health System-Mercy Clinic Ava	1312 N. Highway 5 Ava, MO 65608
Missouri	Mercy Health Systems - Family Medicine & Convenient Care Mt. Vernon	1319 S Landrum St Mount Vernon, MO 65712-1910
Missouri	Mercy Health St. Louis - Mercy Clinic Family Medicine and Obstetrics Sullivan	1326 S. Service Rd West, Suite 10 Sullivan, MO 63080
Missouri	Mercy Health St. Louis - Mercy Clinic Sullivan Internal Medicine	1326 S. Service Rd West, Suite 20 Sullivan, MO 63080
Missouri	Mercy Health System- Mercy Clinic Family Medicine Summersville	149 Rogers Avenue Summersville, MO 65571
Missouri	Mercy Health Systems - Mercy Clinic Rolla Family Medicine (Suite 210 and 260)	1605 Martin Springs Drive Suite 210 Rolla, MO



Missouri	Mercy Health System-Mercy Clinic Rolla Pediatrics	1605 Martin Springs Drive Suite 250 Rolla, MO 65401
Missouri	Mercy Health Systems - Mercy Pediatrics Carthage	1615 Hazel Ave Carthage, MO 64386
Missouri	Mercy Health System-Mercy Clinic Family Medicine East Kearney	1640 E. Kearney St. Springfield, MO 65803
Missouri	Mercy Health Systems - Family Medicine Southcreek	1718 W Woodland St Springfield, MO 65807
Missouri	Mercy Clinic Branson West	18598 MO-13-BR Reeds Spring, MO 65737
Missouri	Mercy Health System – Mercy Clinic Psychiatry	1965 S Fremont Ave #330 Springfield, MO 65804
Missouri	Mercy Health System-Mercy Clinic Rogersville	199 Johnstown Drive Rogersville, MO 65742
Missouri	Mercy Health St. Louis - Mercy Clinic Family Medicine Marthasville	200 N Highway 47 Marthasville, MO 63357
Missouri	Family Medicine of Poplar Bluff	2002 Kanell Blvd Poplar Bluff, MO 63901
Missouri	Mercy Health System - Mercy 50th Street Clinic	202 East 50th Street Joplin, MO 64804
Missouri	The Clinic at Walmart	2025 W Business Highway 60 Dexter, MO 63841
Missouri	Whiteside Internal Medicine Clinic	2115 S Fremont Ave Springfield, MO 65804-2239
Missouri	Mercy Health System-Mercy Clinic West Kearney	2212 W. Kearney St. Springfield, MO 65804
Missouri	Mercy Health System-Shell Knob Clinic	22361 Oak Ridge Dr. Shell Knob, MO 65747
Missouri	Jackson Convenient Care	2432 E Main St Jackson, MO 63755
Missouri	Pediatrics Cape Girardeau	25 Doctors Park Cape Girardeau, MO 63701
Missouri	Mercy Health System-Mercy Clinic Family Medicine Neosho	2550 Lusk Drive Neosho, MO 64850
Missouri	Southeast Primary Care Jackson	2600 East Main St Jackson, MO 63755
Missouri	Mercy Health Systems - Mercy Carthage SBHC	2600 S River St Carthage, MO 64836
Missouri	Mercy Primary Care Southwest	2716 W Republic Rd Springfield, MO 65807-3901



Missouri	Mercy Clinic East Sunshine	2730 E Sunshine St Springfield, MO 65804-2047
Missouri	Mercy Health System-Mercy Clinic Hollister	290 Clift Court Hollister, MO 65672
Missouri	Mercy Health St. Louis - Cuba Family Medicine and Obstetrics	301 Theresa St Cuba, MO 63453
Missouri	Mercy Health System-Mercy Clinic El Dorado Springs	309 E. Hospital Road El Dorado Springs, MO 64744
Missouri	Mercy Health System- Mercy Women's Health Carthage	3114 Medical Park Dr Suite 101 Carthage, MO 64836
Missouri	Mercy Health System – Mercy Clinic Family Medicine Joplin	3126 Jackson Ave Suite 100 Joplin, MO 64804
Missouri	Mercy Health Systems - Mercy Clinic Primary Care Jackson Suite 201	3126 Jackson Ave Suite 201 Joplin, MO 64804
Missouri	Mercy Health System-Mercy Clinic Monett	315 East Cleveland Monett, MO 65708
Missouri	Smith Glynn Calloway Family Medicine Clinic - Suite 280	3231 S National Ave Springfield, MO 65807-7304
Missouri	Smith Glynn Calloway Family Medicine Clinic (Suite 140)	3231 S National Ave Springfield, MO 65807-7304
Missouri	Mercy Health System-Smith Glynn Calloway Family Medicine Clinic	3231 S. National Ave. Suite 220 Springfield, MO 65807
Missouri	Mercy Health System-Mercy Clinic Republic	332 South Main Republic, MO 65738
Missouri	Mercy Health System-Mercy Clinic Strafford	363 East Route 66 Strafford, MO 65757
Missouri	Mercy Health Systems - Mercy Clinic Primary and Convenient Care Bolivar	3817 S Springfield Ave Bolivar, MO 65613
Missouri	Mercy Health Systems - Mercy Clinic Family Medicine Willard	403 E. Walnut Lane Willard, MO 65781
Missouri	Mercy Health System-Mercy Clinic Salem	404 Rolla Road Salem, MO 65401
Missouri	Mercy Health System-Mercy Clinic Seymour	418 West Steel Seymour, MO 65746
Missouri	Mercy Health St. Louis - Mercy Clinic Family Medicine Owensville	440 Hometown Plaza Drive Owensville, MO 65066
Missouri	Mercy Health Systems - Mercy Clinic Family Medicine Branson Highway 248 Ste 140	448 State Highway 248 Branson, MO 65616



Missouri	Malden Clinic	500 N Douglas Malden, MO 63863
Missouri	Mercy Clinic Family Medicine Ozark	505 N 25th St Ozark, MO 65721-9069
Missouri	Mercy Health System-Mercy Clinic Steelville	518 Pine St Steelville, MO 65565
Missouri	Mercy Health St. Louis - Mercy Primary Care Hillsboro	5194 Jeremiah Blvd Hillsboro, MO 63050-5815
Missouri	Mercy Health St. Louis - Mercy Clinic Family Medicine Warrenton	521 Anwijo Way Warrenton, MO 63383
Missouri	Sikeston Clinic	522 Virginia Sikeston, MO 63801
Missouri	Mercy Health St. Louis - Farmington OB/GYN	550 Maple Valley Dr Farmington, MO 63640
Missouri	Mercy Health System-Mercy Clinic Aurora	550 S. Hudson Avenue Aurora, MO 65605
Missouri	Mercy Health System-Mercy Clinic St. Robert	608 City Route 66 St. Robert, MO 65584
Missouri	Mercy Health System-Mercy Clinic Webb City	6151 N. Main Street Road Webb City, MO 64870
Missouri	Mercy Health Systems - Mercy Webb City SBHC	621 N Madison St Webb City, MO 64870
Missouri	Primary Care Perryville	624 Old Saint Mary's Rd Perryville, MO 63775
Missouri	Women First	650 South Mt. Auburn Cape Girardeau, MO 63703
Missouri	Mercy Family Medicine and Obstetrics Aurora	721 E Highland St Aurora, MO 65605
Missouri	Campus Health SBHC	725 N Pacific Crips Hall, Room 101 Cape Girardeau, MO 63701
Missouri	New Madrid Clinic	800 US HWY 61 New Madrid, MO 63869
Missouri	Bernie Clinic	810 N Walnut Bernie, MO 63822
Missouri	Southeast Primacy Care Mt Auburn	817 South Mount Auburn Rd Cape Girardeau, MO 63703
Missouri	Mercy McAuley Clinic	851 E Fifth St Suite 200, Washington, MO 63090
Missouri	Mercy Health System-Mercy Clinic Richland Internal Medicine & Pediatrics	904 South Pine Street Richland, MO 65556



Missouri	Mercy Health System-Mercy Clinic Birch Tree	9138 O'Banion St. Birch Tree, MO 65438
Missouri	Mercy Health System-Mercy Clinic Family Medicine Cassville	92 Main Street Cassville, MO 65625
Missouri	Mercy Health Systems - Nixa Pediatric Clinic	940 W Mt. Vernon Suite 220 Nixa, MO 65714
Oklahoma	Mercy Clinic Watonga	203 N Weigle Ave Watonga, OK 73772-3840
Oklahoma	Mercy Clinic Guthrie Academy	205 S Academy Rd Guthrie, OK 73044-8727
Oklahoma	Mercy Clinic Primary Care Healdton	3472 Hospital Rd Healdton, OK 73438-6124
Oklahoma	Mercy Clinic Primary Care Ada	530 N Monte Vista St Ada, OK 74820-4675
Oklahoma	Mercy Clinic - Guthrie Division	2919 S. Division Guthrie, OK 73044
Oklahoma	Mercy Clinic Crescent	400 S. Grand Crescent, OK 73028
Oklahoma	Mercy Clinic Kingfisher	1000 Hospital Circle Kingfisher, OK 73750
Oklahoma	Mercy Clinic Poteau	2806 N Broadway Poteau, OK 74953
Oklahoma	Mercy Clinic Primary Care - Pauls Valley	415 W. Guy Avenue Pauls Valley, OK 73075
Oklahoma	Mercy Clinic Primary Care - Commerce Street	1020 N. Commerce St Ardmore, OK 73401
Oklahoma	Mercy Hospital - Healdton (CAH)	3462 Hospital Rd Healdton, OK 73438

### Exhibit B: Sliding Fee Scale

#### Mercy Financial Assistance Guidelines

Based on 2026 Federal Poverty Income Guidelines

Family Size				1	2	3	4	5	6	7	8	9	10
Level	% of Poverty Level	Hospital Discount	Physician Discount	Range	Range	Range	Range	Range	Range	Range	Range	Range	Range
I	0 - 200%	100%	100%	\$0.00 - \$31,920	\$0.00 - \$43,280	\$0.00 - \$54,640	\$0.00 - \$66,000	\$0.00 - \$77,360	\$0.00 - \$88,720	\$0.00 - \$100,080	\$0.00 - \$111,440	\$0.00 - \$122,800	\$0.00 - \$134,160
II	201% - 300%	80%	70%	\$31,921 - \$47,880	\$43,281 - \$64,920	\$54,641 - \$81,960	\$66,001 - \$99,000	\$77,361 - \$116,040	\$88,721 - \$133,080	\$100,081 - \$150,120	\$111,441 - \$167,160	\$122,801 - \$184,200	\$134,161 - \$201,240

For family units with more than 10 persons, add \$5,680 to household income range for each additional person. \*Effective 02.01.2026