



Broadlawns Community Care & Financial Assistance Program Plain Language Summary

Our Commitment

Broadlawns Medical Center provides emergency and medically necessary care to all patients, regardless of their ability to pay. We also offer financial assistance and discounts to uninsured and underinsured patients who qualify.

Who Can Apply

You may qualify if:

- You live in Polk County and are a U.S. citizen or legal resident.
- You need emergency care or other medically necessary care.
- You have limited income or resources, or very large medical bills compared to your income.

How Discounts Work

Discounts are based on your household income compared to the Federal Poverty Income Guidelines (FPIG). If your income is at or below 600% of the FPIG, you may qualify for partial or full financial assistance.

What's Covered

- Hospital, clinic, urgent care, and emergency care at Broadlawns.
- Prescription medications prescribed by a Broadlawns provider (limited supply)
- Limited Broadlawns provided medical equipment.
- Eyeglasses

What's Not Covered

- Services provided outside Broadlawns, unless approved.
- Non-medically necessary services.

How to Apply

1. Get an application: Available from Financial Counselors, clinic staff, or at www.broadlawns.org
2. Provide proof of income: Pay stubs, tax returns, Social Security statements, or other documents.
3. Submit your application: Broadlawns Financial Counseling, 1801 Hickman Rd, Des Moines, IA 50314.
4. Call a Certified Financial Counselor for help: 515-282-2246.
5. Results: You will receive a written decision. If denied, you can appeal within 10 days of denial date.



Important Notes

- Financial assistance approval may be good for up to 12 months.
- You must report changes in income or insurance within ten business days.
- If you qualify for health insurance, you must apply for it and keep it active. This may include Medicare, Medicaid, insurance through your job or plans offered on [Welcome to the Health Insurance Marketplace® | HealthCare.gov](#).
- Patients under 19 must apply for state coverage programs (Medicaid or Hawk-I) first.
- Applies only after all other coverage (insurance, Medicaid, Medicare) has been used.

Where to Learn More

Visit: <https://www.broadlawns.org/patients-and-visitors/billing-financial>

Ask a Financial Counselor at 515-282-2246.

Look for brochures and signs in our hospital and clinics.