

**Highland Park Hospital**

April 14, 2014

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Courtney Avery, Administrator  
Illinois Health Facilities and Services Review Board  
525 West Jefferson Street  
Springfield, Illinois 62761

**RECEIVED**

**APR 16 2014**

**HEALTH FACILITIES &  
SERVICES REVIEW BOARD**

Dear Ms. Avery,

I am writing in response to your letter dated March 28, 2014 regarding Ms. Cecilia Sosa's letter to the Illinois Health Facilities and Services Review Board.

Per your request, attached is a copy of NorthShore University HealthSystem's Financial Assistance Evaluation and Eligibility Policy. This governs financial assistance activity at Highland Park Hospital and our physician offices and outpatient clinics. The policy is the same no matter which NorthShore facility a patient goes to for care.

The circumstances of this specific case are unclear as we can find no record of contact with Ms. Sosa. We carefully reviewed our systems and spoke with our financial counseling staff. We could find no record of Ms. Sosa contacting us or of any interaction with her.

NorthShore has a team of counselors ready to assist patients with financial concerns. When a patient asks for assistance, we first check to see if the patient is eligible for Medicaid or for insurance through the marketplace. If he or she doesn't qualify for either option, our procedure is to help find the patient a medical home – either by using NorthShore resources or by taking advantage of other programs close to where the patient lives.

NorthShore has also been active and successful in helping educate patients on the Affordable Care Act law. We recently earned Certified Application Counselor status with CMS and have worked closely with Erie Health and Lake County Health Department to coordinate care for the needy. To date we have helped hundreds of patients to navigate and enroll in the various insurance or medical home options. We pride ourselves on our generous charity care policies and our ability to find long-term solutions for patients seeking care.

Sincerely,



Jesse Peterson Hall, FACHE  
President

JPH/nll