



Hendrick Medical Center will use the look back method to ensure approved financial assistance applicants are not being billed more than the amounts generally billed to individuals having insurance coverage. Payments from Commercial payers (including patient share) will be used to determine this percentage. The lookback method will be calculated at the end of each selected 12 month period and the AGB percentage will become effective no later than 120 days from the end of the 12 month period. This amount will be calculated on an annual basis and be reflected in the Financial Assistance Policy. The public may request a written explanation of the methodology for obtaining the AGB by requesting through the Business Services Office at 325-670-2437.

AGB Period =January 1, 2017-December 31, 2017 AGB = 19%