

# **Saint Luke's Health System**

## **Financial Assistance Plain Language Summary**

If you need assistance paying your medical bills, we may be able to help. If you qualify for financial assistance, you can get help for your full payment or part of your bill.

### **Am I eligible for financial assistance?**

This is determined on patient, guarantor, and household income criteria defined by federal poverty guidelines. We also consider the balance of your assets such as checking accounts, savings accounts, IRAs, CDs, retirement savings, and investments.

If you qualify for assistance, you will not be billed for more than the amount that a patient with insurance would generally be billed.

### **What happens if I have a catastrophic medical event?**

In situations such as serious medical illnesses or accidents requiring costly treatment, patients who might normally not qualify for financial assistance may be approved for partial assistance.

If you qualify, your responsibility will be whichever is lower:

- 20 percent of your annual income, bank accounts, savings and investments
- The amount a patient with insurance would generally be billed

### **When can I apply for assistance?**

At any time—before, during, or after you receive care.

### **How do I apply?**

You will need to complete a (free) Statement of Financial Assistance form and provide any requested documentation.

To receive the form:

- Call, email, or write to the business office.
- Visit the admitting office at the hospital.
- Download the form at [www.saintlukeshalthsystem.org/charity-care](http://www.saintlukeshalthsystem.org/charity-care).

If you have questions while completing the form, please call the hospital's business office at the number listed on the back.

### **What services are included in financial assistance?**

Our Financial Assistance Policy covers patient bills for services provided by any of Saint Luke's hospitals or physician practices.

This policy does not cover physicians, surgeons, anesthesiologists, pathologists, emergency physicians, radiologists, or any other providers who bill separately and are not employed by Saint Luke's Health System.

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For additional informational about financial assistance, please contact the business office where you will receive/have received care:

#### **Saint Luke's Health System Centralized Hospital Business Office 816-932-5678 or 888-581-9401**

Saint Luke's Hospital of Kansas City  
4401 Wornall Road  
Kansas City, MO 64111

Saint Luke's East Hospital  
100 N. E. Saint Luke's Blvd.  
Lee's Summit, MO 64086

Saint Luke's North Hospital—Barry Road  
5830 N.W. Barry Road  
Kansas City, MO 64154

Saint Luke's North Hospital—Smithville  
601 S. 169 Highway  
Smithville, MO 64089

Saint Luke's South Hospital  
12300 Metcalf Ave.  
Overland Park, KS 66213

Saint Luke's Cushing Hospital  
711 Marshall St.  
Leavenworth, KS 66048

Crittenton Children's Center  
10918 Elm Ave.  
Kansas City, MO 64134

#### **Regional Hospitals:**

Anderson County Hospital  
421 S Maple  
Garnett, KS 66032  
785-204-4002

Hedrick Medical Center  
2799 N. Washington St.  
Chillicothe, MO 64601  
660-214-8150

Wright Memorial Hospital  
191 Iowa Blvd.  
Trenton, MO 64683  
660-358-5871

#### **Saint Luke's Physician Billing Office 816-502-7000**

Saint Luke's Physician Specialists  
Saint Luke's Cardiovascular Consultants  
Saint Luke's Medical Group  
Medical Plaza Imaging Associates  
Midwest Ear Institute

**The SLHS Financial Assistance Policy, Application for Financial Assistance, and this plain language summary are available upon request in Spanish.**