Pursuant to CommonSpirit Governance Policy Finance G-003, *Financial Assistance*, the contact information of CHI St. Luke's Health is as follows:

- Copies of the Financial Assistance Policy, Financial Assistance Application, Billing and Collections Policy, and Plain Language Summary are available on the Hospital Facility's website at: https://www.stlukeshealth.org/patients-visitors/patients/billing-insurance/financial-assistance
- A copy of the Provider Listing is available at: https://www.stlukeshealth.org/patients-visitors/patients/billing-insurance/financial-assistance
- Patients may obtain additional information regarding the Hospital Facility’s AGB percentage and how the AGB percentages were calculated from a financial counselor at: 844-490-1247
- All patients/Guarantors that are interested in obtaining financial assistance or have questions about financial assistance, the application process, billing and payment plan options, actions in the events of non-payment, and other applicable programs that may be available with respect to their accounts may:
  1. Contact the Hospital Facility in person at: Emergency Department
  2. Call the financial counselor of the Hospital Facility at: 844-490-1247
  3. Visit the Hospital Facility’s website at: https://www.stlukeshealth.org/
  4. Mail requests to: CHI St. Luke's Health, Eligibility & Enrollment Services MC 5-366, P.O. Box 20269 Houston, TX 77225-0269

- Patients/Guarantors denied Financial Assistance may also appeal their eligibility determination. Disputes and appeals may be filed by contacting 844-490-1247 or the Financial Assistance Center at: CHI St. Luke's Health, Eligibility & Enrollment Services MC 5-366, P.O. Box 20269 Houston, TX 77225-0269

**ASSOCIATED DOCUMENTS:**
CommonSpirit Governance Policy Finance G-003, *Financial Assistance*
CommonSpirit Governance Policy Finance G-004, *Billing and Collections*