



COMMONSPIRIT HEALTH GOVERNANCE POLICY ADDENDUM

ADDENDUM Finance G-003A-A

EFFECTIVE DATE: 7/1/2021

SUBJECT: Hospital Facility Financial Assistance Contact Information

CHI St. Luke's Health

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.stlukeshhealth.org/patients-visitors/patients/billing-insurance/financial-assistance>
- A copy of the Provider Listing is available at: <https://www.stlukeshhealth.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.stlukeshhealth.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*