ADDENDUM Finance G-003A-A  EFFECTIVE DATE:  7/1/2021

SUBJECT: Hospital Facility Financial Assistance Contact Information

CHI St. Luke’s Health - Memorial Hospital

Pursuant to CommonSpirit Governance Policy Finance G-003, Financial Assistance, the contact information of CHI St. Luke’s Health - Memorial Hospital 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: 844-286-5546
- 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: 844-286-5546
  3. Visit the Hospital Facility’s website at: https://www.stlukeshealth.org
  4. Mail requests to: CHI St. Luke’s Health - Memorial Hospital
    ATTN: EES - Financial Assistance Center P.O. Box 660872 Dallas, TX 75266-0872
- Patients/Guarantors denied Financial Assistance may also appeal their eligibility determination. Disputes and appeals may be filed by contacting 844-286-5546 or the Financial Assistance Center at: CHI St. Luke’s Health - Memorial Hospital, ATTN: EES - Financial Assistance Center P.O. Box 660872 Dallas, TX 75266-0872

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