

## Catholic Health Initiatives Financial Assistance Policy

At CHI, creating healthier communities and advocating for the poor and vulnerable is both our mission and our passion. One way that we do this is through our CHI Financial Assistance Program, where we reduce the costs of a patient's medical bills based on their financial need.

### How we can help

We offer free care for emergency, or other medically-necessary, services for our patients who have:

- An annual family income that is less than or equal to 300% of the federal poverty level, as determined by guidelines published annually by the U.S. Department of Health and Human Services (FPL);
- A minimum medical bill account balance of \$35.00, for either a single or combined accounts;
- Cooperated with efforts to exhaust all other payment options; and
- Completed a program application, and provided supporting documentation to verify income.

NOTE: In some cases, patients may be awarded the financial assistance without a formal application. Details are outlined in the Financial Assistance Policy.

### Fees charged to patients eligible for financial assistance

Patients eligible for financial assistance will not be expected to pay more for emergency or other medically necessary care than the amounts generally billed to individuals who have insurance covering such care.

### Ready to take the next step?

Complete the application and submit it to Eligibility and Enrollment Services.

The Financial Assistance Policy, application and this summary are available at <http://www.chistlukeshealth.org/financial-assistance>, in English and Spanish. To receive a free copy of these documents by mail or in person, to receive help completing the application, or to request a free copy of these documents translated into a language not described, please contact:

**CHI St. Luke's Health – Patients Medical Center**  
**Attention: Business Office**  
**4600 E. Sam Houston Parkway South**  
**Pasadena, TX 77505**

**Phone: (713) 378-7961**

These documents are also available in the Emergency Room, if any, and admissions areas of the hospital.