

Financial Assistance Policy

BJC Health (“BJC”) wants to help patients who do not have health insurance or who need help paying their hospital bills. As a nonprofit health care organization, BJC and our member hospitals and health service organizations care about the patients and communities we serve through better health and better health care.

Our staff can help you:

- Apply for health insurance through the health Marketplace
- Apply for Medicaid assistance
- Determine if you qualify for financial assistance from BJC

BJC Financial Assistance

First and foremost, your financial circumstances will not affect your care. All patients are treated with respect and fairness. Patients who meet certain income guidelines may qualify for BJC

financial assistance, including reduced hospital charges and long-term, interest-free payment plans. Patients who are eligible for financial assistance will be billed less than the amounts generally billed to individuals who have insurance covering such care. Information regarding amounts generally billed and its calculation is available by calling BJC HealthCare at 314-362-8400 or 855-362-8400 or Saint Luke’s at 816-932-5678 or 888-581-9401 or electronically at BJC.org or SaintLukesKC.org.

If you are insured and have questions about your coverage or your level of benefits, please contact your insurance provider. Patients without insurance will automatically receive a 40 percent discount on the billed charges and will be considered for assistance. Depending on

the type of service and level of financial assistance, a partial payment may be required. We can give you a Financial Assistance Policy Income and Discount chart that shows the payment amounts upon request.

Financial assistance approval will be in effect for 12 months from the date of approval. Patients who have services within this time period should inform us of the visit by calling BJC HealthCare at 314-362-8400 or 855-362-8400 or Saint Luke's at 816-932-5678 or 888-581-9401 so that financial assistance may be applied. Exceptions to the financial assistance qualification criteria will be considered on an individual basis.

Applying for Financial Assistance

You may apply for financial assistance at any time—before, during or after your care, up to 240 days after your initial bill. We

will send information with your bill about how to apply for assistance. Applications are also available upon request at any BJC facility, on our websites at BJC.org or SaintLukesKC.org. The application requires proof of income such as an income tax return or paycheck stub. Examples of documents which may be used as proof of income can be found on the application form.

Patients who have been enrolled in Medicaid in the last six months automatically qualify for financial assistance for medical services that are not covered by Medicaid. (The only exception is if the previous Medicaid enrollment was due to pregnancy. In that case, you can still apply for Financial Assistance.)

In addition, patients may be approved for financial assistance based on the use of a standard analytic approach which estimates the patient's

financial and/or socio-economic position. Eligibility for this type of assistance does not automatically qualify the patient for assistance on future accounts.

Medical Qualifications for Financial Assistance

BJC hospitals will provide, without exception, care for emergency medical conditions to all patients seeking such care, regardless of ability to pay or to qualify for financial assistance, in accordance with the requirements of the Emergency Medical Treatment and Active Labor Act (EMTALA).

Financial assistance is available only for emergency and medically necessary services. It does not apply to elective procedures such as cosmetic surgery. It also does not apply to the portion of your services that have been paid for by a third party such as an insurance company or government program.

Financial assistance is available to patients who live in Kansas, Missouri, and Illinois, and all patients receiving care at NHSC sites regardless of where they live. NHSC sites for BJC HealthCare include Missouri Baptist Sullivan Hospital Bourbon Medical Office, Cuba Medical Office, Steelville Medical Office, and Sullivan Medical Office; and Parkland Health Center Medical Clinic. NHSC sites for Saint Luke's include Allen County Clinic–Iola, Anderson County Family Care Center, Hedrick Family Care Clinic, Hedrick Medical Center, Hedrick OB GYN Associates, Saint Luke's Mercer County Clinic, Wright Memorial Hospital, and Wright Memorial Physicians Group.

A listing of providers who are not included under BJC's financial assistance policy is available by calling BJC HealthCare at 314-362-8400 or 855-362-8400 or Saint Luke's at 816-932-5678 or 888-581-9401 or electronically at BJC.org or SaintLukesKC.org.

Income Guidelines for Financial Assistance

The amount of financial assistance you receive is based on Federal Poverty Level information set by the U.S. government each year. To be eligible for a discount, your family income must not be more than three times the Federal Poverty Level (300 percent). We can give you a Financial Assistance Policy Income and Discount chart that shows these income levels upon request. In addition to your income, the discount will also take into account the size of your family. Patients with family income over \$100,000 a year are not eligible for BJC financial assistance, regardless of family size. Uninsured Illinois residents receiving services at Alton Memorial Hospital, Memorial Hospital in Belleville, and Memorial Hospital in Shiloh may be eligible for additional discounts under the Illinois Hospital Uninsured Patient Discount Act.

Income Guidelines for Catastrophic Events

In the case of a catastrophic medical event, patients who may not ordinarily qualify for Financial Assistance will be granted aid. Under these special circumstances, patient payment responsibilities in a 12-month period will not be more than 20 percent of annual family income.

Please Reach Out

You can get more information about the BJC financial assistance policy and an application, or make a request to receive written notice or communication electronically by speaking with a Patient Services representative or by calling:

- BJC HealthCare at 314-362-8400 or 855-362-8400
- Saint Luke's at 816-932-5678 or 888-581-9401
- St. Louis Children's at CoxHealth at 417-815-8846 or 833-345-1395

Information and application forms are also available at BJC.org or SaintLukesKC.org. Please feel free to ask about Financial Assistance. We are here to help.