## FINANCIAL ASSISTANCE POLICY - PLAIN LANGUAGE SUMMARY

CHRISTUS Health's mission is to extend the healing ministry of Jesus Christ. We are committed to helping patients pay for essential hospital services. The Financial Assistance Policy describes who is eligible for help, what services are covered, and how to apply. This document summarizes that Policy.

You may be eligible for help with your medical bills if you are uninsured and have a low income. Eligible families usually have incomes below 400% of the Federal Poverty Level. In 2015, that was $97,000 for a family of four. You may also be eligible for discounts if your medical bills exceed 10% of your family's annual income.

If you are eligible for help, you will receive discounts on necessary services at CHRISTUS Santa Rosa Hospital – Alamo Heights. You may even get free care if your family income is less than 200% of the Federal Poverty Level. If you are eligible, Alamo Heights will not bill you more than amounts generally billed to patients with medical insurance for necessary services.

Your family's income and assets will affect your eligibility for discounts. Alamo Heights may consider what you owe for other bills and your ability to obtain credit. Your family's size and the amount of your medical bills may also be considered.

If you need help paying your CHRISTUS Santa Rosa Hospital – Alamo Heights hospital bills, fill out an application. Applications are available at www.christushealth.org/charitycare. Free copies are at the hospital admission department. You may also ask for a free copy by calling 210-294-8002, or by writing to: Customer Service, 100 NE Loop 410, Suite 475, San Antonio, TX 78216.

If you have questions or need help, please contact our Customer Service Department at 210-294-8002. You may also ask for help at the hospital admitting department.

This summary, the Financial Assistance Policy, and the application form are available on the CHRISTUS website or by calling the number above. These documents are also available in Spanish.