



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 2019, that was \$100,400 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 hospitals. You may even get free care if your family income is less than 300% of the Federal Poverty Level. If you are eligible, CHRISTUS will not bill you more than Medicare rates for necessary services.

Your family's income and assets will affect your eligibility for discounts. CHRISTUS may use public information and credit scores to decide if you are eligible for help. CHRISTUS 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 hospital bills, fill out an application. Applications are available at <http://www.christushealth.org/charitycare>. Free copies are at all CHRISTUS hospital emergency departments. You may also ask for a free copy by calling 800-756-7999, or by writing to: CBO Customer Service, 919 Hidden Ridge, Irving, TX 75038.

If you have questions or need help, please contact a CHRISTUS financial counselor at 800-756-7999. You may also ask for help at your local CHRISTUS hospital admitting department. CHRISTUS financial counselors are available at each hospital.

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 and Vietnamese.