

FINANCIAL ASSISTANCE AND HARDSHIP ADJUSTMENTS SUMMARY

As part of our mission to improve the health and well-being of our community, CHRISTUS St. Vincent Regional Medical Center is committed to helping low-income patients pay for essential hospital services.

ELIGIBILITY REQUIREMENTS

Generally, patients are eligible for financial assistance or hardship adjustments if they have a low income. Eligible families have incomes below 400% of the Federal Poverty Guidelines. In 2019, that was \$100,400 for a family of four. Uninsured patients of all income levels may be eligible for assistance if their medical bills exceed 10% of their family's annual income.

CHRISTUS will consider the following factors to decide if you need financial help:

- ✓ Your family's income and assets
- ✓ Amounts you owe for other bills, including other medical bills
- ✓ Public information and credit scores
- ✓ Your ability to obtain credit
- ✓ Your family size

CHARGES FOR EMERGENCY OR MEDICALLY NECESSARY HOSPITAL CARE

If you are uninsured and qualify for financial assistance, you will not be charged more than Medicare rates for emergency or other medically necessary services. If you are insured and qualify for a hardship adjustment, your financial responsibility will be capped at 5% or 10% of your family's annual income. If your family's annual income is below 300% of the Federal Poverty Guidelines, you may be eligible for free care.

HOW TO APPLY

If you need help paying for St. Vincent hospital bills, fill out an application. Get an application from one of the following sources:

- ✓ In person at the Hospital Admissions Department or Emergency Department
- ✓ Online at www.stvin.org/charitycare
- ✓ Over the phone by calling 505-913-5220, Monday through Friday, 8 a.m. to 5 p.m. (mountain time)
- ✓ In the mail by writing to: Customer Service, 455 St. Michael's Drive, Santa Fe, NM 87505

OTHER SERVICES

CHRISTUS St. Vincent charity care only covers hospital services by hospital employees. Some hospital doctors charge separate bills and do not adhere to these policies. Please contact your doctors to see if they offer financial assistance.

QUESTIONS?

If you have questions or need help completing the application, please contact a CHRISTUS St. Vincent Financial Counselor at 505-913-5220. You may also ask for help at the Hospital Admissions Department.

TRANSLATIONS

This summary, the Financial Assistance Policy, and the application form are available on the St. Vincent website or by calling the number above. These documents are also available in Spanish. (Estos documentos también están disponibles en español.)