

Saint Luke's Health System

Financial Assistance Plain Language Summary

If you need assistance paying your medical bills, we may be able to help. If you qualify for financial assistance, you can get help for your full payment or part of your bill.

Am I eligible for financial assistance?

This is determined on patient, guarantor, and household income criteria defined by federal poverty guidelines. We also consider the balance of your assets such as checking accounts, savings accounts, IRAs, CDs, retirement savings, and investments.

Cosmetic and Non-medically necessary services are not eligible for financial assistance.

If you qualify for assistance, you will not be billed for more than the amount that a patient with insurance would generally be billed.

What happens if I have a catastrophic medical event?

In situations such as serious medical illnesses or accidents requiring costly treatment, patients who might normally not qualify for financial assistance may be approved for partial assistance.

If you qualify, your responsibility will be whichever is lower:

- 20 percent of your annual income, bank accounts, savings and investments
- The amount a patient with insurance would generally be billed

When can I apply for assistance?

At any time—before, during, or after you receive care.

How do I apply?

You will need to complete a Financial Assistance Application (via paper form, in person at registration or over the phone) and provide any requested documentation.

To receive a free paper copy of the form:

- Call, email, or write to the business office.
- Visit the admitting office at the hospital.
- Download the form at <https://www.saintlukeskc.org/financial-assistance#>

If you have questions while completing the form, please call a SLHS Centralized business office at the number listed on the back.

What services are included in financial assistance?

Our Financial Assistance Policy covers patient bills for services provided by any of Saint Luke's hospitals or physician practices.

This policy does not cover physicians or other providers who bill separately and are not employed by or contracted with Saint Luke's Health System.

Not a Part of the Permanent Medical Record

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For additional information about financial assistance, please contact the business office where you will receive/have received care:

Saint Luke's Health System Hospital Centralized Business Office 816-932-5678 or 888-581-9401

Saint Luke's Hospital of Kansas City
4401 Wornall Road
Kansas City, MO 64111

Saint Luke's East Hospital
100 N. E. Saint Luke's Blvd.
Lee's Summit, MO 64086

Saint Luke's North Hospital—Barry Road
5830 N.W. Barry Road
Kansas City, MO 64154

Saint Luke's North Hospital—Smithville
601 S. 169 Highway
Smithville, MO 64089

Saint Luke's South Hospital
12300 Metcalf Ave.
Overland Park, KS 66213

Saint Luke's Hospital of Kansas City
Crittenton Children's Center Campus
10918 Elm Ave.
Kansas City, MO 64134

Regional Hospitals:

Anderson County Hospital
421 S Maple
Garnett, KS 66032

Hedrick Medical Center
2799 N. Washington St.
Chillicothe, MO 64601

Wright Memorial Hospital
191 Iowa Blvd.
Trenton, MO 64683

Allen County Regional Hospital
3066 N Kentucky St.
Iola, KS 66749
620-365-1000

Saint Luke's Health System Physicians Centralized Business Office 816-502-7000

Saint Luke's Physician Group
Medical Plaza Imaging Associates
Rockhill Orthopaedic Specialists
Advanced Urologic Associates

The SLHS Financial Assistance Policy, Application for Financial Assistance, and this plain language summary are available upon request in Spanish.