

Saint Thomas Health

Summary of Financial Assistance Policy

Updated June 2019

Saint Thomas Health has a commitment to and respect for each person's dignity with a special concern for those who struggle with barriers to access healthcare services. Saint Thomas Health has an equal commitment to manage its healthcare resources as a service to the entire community. In furtherance of these principles, Saint Thomas Health provides financial assistance for certain individuals who receive emergency or other medically necessary care from Saint Thomas Health. This summary provides a brief overview of Saint Thomas Health's Financial Assistance Policy.

Who Is Eligible?

You may be able to get financial assistance. Financial assistance is generally determined by your total household income as compared to the Federal Poverty Level. If your income is less than or equal to 250% of the Federal Poverty Level, you will receive a 100% charity care write-off on the portion of the charges for which you are responsible except for a small flat charge of \$20 per service received in the Physician office setting. If your income is above 250% of the Federal Poverty Level but does not exceed 400% of the Federal Poverty Level, you may receive discounted rates on a sliding scale. Patients who are eligible for financial assistance will not be charged more for eligible care than the amounts generally billed to patients with insurance coverage.

What Services Are Covered?

The Financial Assistance Policy applies to emergency and other medically necessary care. These terms are defined in the Financial Assistance Policy. Elective services are not covered by the Financial Assistance Policy.

How Can I Apply?

To apply for financial assistance, you typically will complete a written application and provide supporting documentation, as described in the Financial Assistance Policy and the Financial Assistance Policy application.

How Can I Get Help with an Application?

For help with a Financial Assistance Policy application, you may contact a member of our Financial Assistance Team at one of the numbers below based on the specific facility.

How Can I Get More Information?

Copies of the Financial Assistance Policy and Financial Assistance Policy application form are available at <http://www.sthealth.com/patients-and-visitors/financial-assistance> and at the specific contacts below. Free copies of the Financial Assistance Policy and Financial Assistance Policy application also can be obtained by mail by at P. O. Box 380 Nashville, TN 37202. Additional information about the Financial Assistance Policy also is available by facility at the specific contacts below.

What If I Am Not Eligible?

If you do not qualify for financial assistance under the Financial Assistance Policy, you may qualify for other types of assistance. For more information, please contact our Financial Assistance Team at one of the numbers below based on the specific facility.

Financial Assistance Contact Information

Saint Thomas Midtown Hospital	615-284-5340
Saint Thomas Rutherford Hospital	615-222-6638
Saint Thomas West Hospital	615-222-6638
Saint Thomas Dekalb Hospital	877-348-7082
Saint Thomas Stones River Hospital	877-348-7082
Saint Thomas Highlands Hospital	877-348-7082
Saint Thomas River Park Hospital	877-348-7082
Saint Thomas Hickman Hospital	931-729-4271
Saint Thomas Hospital for Specialty Surgery	615-341-7480
Saint Thomas Medical Partners	800-566-5050
Saint Thomas Emergency Medical Services	877-664-4076
Saint Thomas LabPlus	615-284-2773
Saint Thomas Center for Sleep	615-284-7537
Baptist Ambulatory Surgery Center	615-321-7730

Translations of the Financial Assistance Policy, the Financial Assistance Policy application, and this plain language summary are available in the following languages upon request:

Spanish

Arabic

Vietnamese

Chinese

Laotian