

## Catholic Health Initiatives Financial Assistance Policy

At CHI, creating healthier communities and advocating for the poor and vulnerable is both our mission and our passion. One way that we do this is through our CHI Financial Assistance program, where we reduce the costs of a patient's medical bills based on their financial need.

### How we can help

We offer free care for emergency, or other medically-necessary, services for our patients who have:

- An annual family income that is less than or equal to 300% of the federal poverty level, as determined by guidelines published annually by the U.S. Department of Health and Human Services (FPL). Link to guidelines: <https://aspe.hhs.gov/poverty-guidelines>
- Cooperated with efforts to exhaust all other payment options; and
- Completed a program application, and provided supporting documentation to verify income.

NOTE: In some cases, patients may be awarded the financial assistance without a formal application. Details are outlined in the Financial Assistance Policy.

### Fees Charged Patients Eligible for Financial Assistance

Patients eligible for financial assistance will not be expected to pay more for emergency or other medically necessary care than the amounts generally billed to individuals who have insurance covering such care.

### Ready to take the next step?

Complete the application and submit it to Main Admitting.

The Financial Assistance Policy, application and this summary are available at <http://www.chifranciscan.org/financialassistance>, in English and Spanish and seven other languages. To receive a free copy of these documents by mail or in person, to receive help completing the application, or to request a free copy of these documents translated into a language not described, please contact:

Catholic Health Initiatives  
Eligibility and Enrollment Services  
Financial Assistance Center  
P.O. Box 660872 Dallas, TX 75266-0872  
844-286-5546

These documents are also available in the Emergency Room and the Main Admitting areas of the hospital.