

## FINANCIAL ASSISTANCE POLICY

St. John Health System 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. St. John Health System has an equal commitment to manage its healthcare resources as a service to the entire community. In furtherance of these principles, St. John Health System provides financial assistance for certain individuals who receive emergency or other medically necessary care from St. John Health System. This summary provides a brief overview of St. John Health System's Financial Assistance Policy.

### **Who Is Eligible?**

You may be eligible for financial assistance with your hospital and/or physician bill. Financial assistance is generally determined by your total household income compared to the Federal Poverty Level (FPL). If your income is less than or equal to 250% of the FPL, you will receive 100% charity care write-off on the portion of the charges for which you are responsible less the charity care copay amounts for services rendered. Emergency and or Inpatient services will have a copay due of \$100.00 per visit. Outpatient hospital, St. John Clinic and Urgent Care services will have a copay due of \$25.00 per visit. 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?**

Financial Assistance Policy applies to emergency and other medically necessary care. Elective services are not covered by the Financial Assistance Policy.

### **How Can I Apply?**

To apply for financial assistance, you will need to 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 an Application?**

Copies of the Financial Assistance Policy and Financial Assistance Policy application form are available at, <https://www.stjohnhealthsystem.com/medical-center/patients-guests/payment-for-services>. For help with a Financial Assistance Policy application or to receive additional information, you may call SJHS Financial Assistance Office at 918-744-2451 or visit the office during operating hours. Contact can be made Monday through Friday from 8:00 am to 5:00 pm. The office is located on the 4th floor of the Kravis Building – 1802 E. 19th St., Tulsa, Oklahoma 74104. Translations of FAP, FAP Application, and plain language summary are available in other languages.