



## **Summary of Financial Assistance Policy**

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

### **Who Is Eligible?**

You may be eligible for financial assistance. Financial assistance is generally determined by your total household income and family size 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. If you do not qualify for 100% charity care write-off under the Financial Assistance Policy, you may qualify for a sliding scale discount based on your income and family size or other types of assistance. 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.

### **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 obtain information online at <http://www.stjohnprovidence.org/patients-and-visitors/financial-assistance> or call 1-866-501-3627, Option 3.

### **How Can I Get More Information?**

Copies of the Financial Assistance Policy and Financial Assistance Policy application form are available at <http://www.stjohnprovidence.org/patients-and-visitors/financial-assistance>, at the Main Registration offices at the St. John Providence hospital locations. Free copies of the Financial Assistance Policy and Financial Assistance Policy application also can be obtained by mail by sending a written request to the address below.

St. John Hospital & Medical Center Attn: Financial Counseling/FAP  
22101 Moross Road  
Detroit, Michigan 48236

### **What If I Am Not Eligible?**

If you do not qualify for financial assistance under the Financial Assistance Policy, you will receive formal notification and directions on how to appeal the decision from the St. John Providence location where you received services and applied for financial assistance.

**Translations of the Financial Assistance Policy, the Financial Assistance Policy application, and this plain language summary are available in the following languages in: Arabic and Spanish**

St. John Providence also offers services to translate over 200 other languages upon special request