Truman Medical Centers Financial Assistance Policy

Plain Language Summary

The Truman Medical Centers Financial Assistance Policy (FAP) provides eligible patients financial assistance for emergency or medically necessary hospital care. Patients seeking Financial Assistance must apply for the program.

What is covered?
- **Eligible Services** – Emergency and/or medically necessary healthcare services provided by Truman Medical Centers.

Who is covered?
- **Eligible Patients** – Patients receiving eligible services who have no other payer source who submit a Financial Assistance Application and reside in Kansas City or Jackson County, Missouri who meet income and citizenship requirements are eligible for Financial Assistance by Truman Medical Centers Financial Counseling Center.

How can you apply?
- Obtain an application in person at any of the Financial Counseling Center locations, including:
  - Hospital Hill – 2301 Holmes, 4th floor; Cardiology-5th floor; GI-3rd floor; OB-6th floor, Oncology-3rd floor.
  - University Health Building 1 – 2101 Charlotte, 3rd floor.
  - Lakewood – 7900 Lee’s Summit Rd, Lobby Bess Truman entrance.
  - Behavioral Health Healing Canvas Building – 300 W 19th Terrace.
  - Entry points of the main hospital facilities: Main Lobbies and Emergency Departments.
- Request to have an application mailed to you by calling (816) 404-3040.
- Complete an online application or download an application through the Truman Medical Centers website:

Determination of Financial Assistance Eligibility – Generally, patients who reside in Kansas City or Jackson County, Missouri with family income at or below 300% of the Federal Poverty Level (FPL) will receive financial assistance and pharmaceutical assistance. Following a determination of financial assistance eligibility, a financial assistance eligible individual will not be charged more for emergency or other medically necessary care than the amounts generally billed (AGB) to individuals who have insurance covering such care).

This document, the FAP, the Patient Billing and Collections policy, and the Financial Assistance Application are available in Spanish at the locations listed above.