



University Health Financial Assistance Policy

Plain Language Summary

The University Health Financial Assistance Policy (FAP) provides eligible patients financial assistance for emergency or medically necessary healthcare services. Patients seeking Financial Assistance should apply for the program.

What is covered?

- **Eligible Services** – Emergency and/or medically necessary healthcare services provided by University Health.

Who is covered?

- **Eligible Patients** – Patients receiving eligible services who have no other payer source who submit a Financial Assistance Application, reside in Kansas City, Missouri or Jackson County, Missouri, and meet income requirements are eligible for Financial Assistance by University Health.

How can you apply?

- Obtain an application and receive assistance in completing the application in person at any of the Financial Counseling Center locations, including:
 - University Health Truman Medical Center – 2301 Holmes, 4th floor, Kansas City, MO 64108
 - University Health Building 1 – 2101 Charlotte, 3rd floor, Kansas City, MO 64108
 - University Health Building 2 – 2211 Charlotte, OB Clinic 3rd floor, Kansas City, MO 64108
 - University Health Building 4 – 2310 Holmes, Oncology Clinic 5th floor, Kansas City, MO 64108
 - University Health Lakewood Medical Center– 7900 Lee’s Summit Rd, Kansas City, MO 64139 Lobby, Bess Truman entrance
 - University Health Behavioral Health Crossroads Building – 300 W 19th Terrace, Kansas City, MO 64108
 - Entry points of the main hospital facilities: Main Lobbies and Emergency Departments
- Request to have an application mailed to you by calling (816) 404-3000
- Complete an online application or download an application through the University Health website: www.universityhealthkc.org/patients-visitors/financial-services/financial-counseling

Determination of Financial Assistance Eligibility – Generally, patients who reside in Kansas City, Missouri or Jackson County, Missouri with family income at or below 400% of the Federal Poverty Level will receive financial assistance. Patients whose family income is 301-400% of the Federal Poverty Level are not eligible for assistance with retail pharmacy medications. 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 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