



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 hospital care. 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 and reside in Kansas City or Jackson County, Missouri who meet income requirements are eligible for Financial Assistance by University Health Financial Counseling Center.

How can you apply?

- Obtain an application in person at any of the Financial Counseling Center locations, including:
 - University Health Truman Medical Center – 2301 Holmes, 4th floor; Cardiology-5th floor; GI-3rd floor; OB-6th floor, Oncology-3rd floor.
 - University Health Building 1 – 2101 Charlotte, 3rd floor.
 - University Health Lakewood Medical Center– 7900 Lee’s Summit Rd, Lobby, Bess Truman entrance.
 - University Health Behavioral Health Crossroads 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 University Health website: www.universityhealthkc.org/patients-visitors/financial-services/financial-counseling

Determination of Financial Assistance Eligibility – Generally, patients who reside in Kansas City or Jackson County, Missouri, who meet citizenship or legal permanent residency requirements or have a current work permit with family income at or below 300% of the Federal Poverty Level will receive financial assistance and pharmaceutical assistance. Other patients who reside in Kansas City or Jackson County, Missouri who are unable to show proof of citizenship or legal permanent residency or a current work permit, whose family income is at or below 100% of the Federal Poverty Level will receive financial assistance, but are not eligible for 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 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.