



## Our Mission

*We reveal and foster God's healing love by improving the health of the people and communities we serve, especially those who are poor and vulnerable.*

**SCL Health is a faith-based, nonprofit healthcare organization that oversees the Financial Assistance Policy for its eight hospitals in Colorado and Montana. To speak with a Patient Financial Advocate Counselor, please call or visit us at your local hospital or our main service center:**

### **SCL Health Patient Financial Services**

500 Eldorado Boulevard, Building 6  
Suite 6300  
Broomfield, CO 80021-3408  
sclhealth.org

303-272-0967 – local  
855-821-0124 – toll free  
Monday – Friday, 8 a.m. – 5 p.m. Mountain Time

### **Good Samaritan Medical Center**

200 Exempla Circle  
Lafayette, CO 80026  
303-689-4951 – local  
855-821-0517 – toll free

### **Holy Rosary Healthcare**

2600 Wilson Street  
Miles City, MT 59301  
406-233-2596 – local  
800-843-3820 ext. 2596 – toll free

### **Lutheran Medical Center**

8300 West 38th Avenue  
Wheat Ridge, CO 80033  
303-425-2105 – local  
855-821-0590 – toll free

### **Platte Valley Medical Center**

1600 Prairie Center Parkway  
Brighton, CO 80601  
303-498-1541 – local

### **Saint Joseph Hospital**

1375 East 19th Avenue  
Denver, CO 80218  
303-812-2655 – local  
866-815-9990 – toll free

### **St. James Healthcare**

400 South Clark Street  
Butte, MT 59701-2328  
406-723-2924 – local  
833-279-4245 – toll free

### **St. Mary's Medical Center**

2635 North 7th Street  
Grand Junction, CO 81501  
970-298-7011 – local  
855-232-0307 – toll free

### **St. Vincent Healthcare**

1233 North 30th Street  
Billings, MT 59107  
406-237-3216 – local  
866-822-1499 – toll free

**We provide financial assistance for those who qualify.**



SCL Health operates hospitals and clinics in Colorado and Montana. When someone in need of healthcare can't pay for services in one of our hospitals, we offer financial assistance. Individuals in need of emergency care will never be denied treatment or care if they do not have insurance or are unable to pay.

### Eligibility:

- Based upon family size and gross annual household income.
- Available to individuals and families whose income falls within 400% of the current Federal Poverty Guidelines (updated annually) and for medical hardship.
- Applies to all services except elective procedures (for example, cosmetic and/or services not medically necessary).

### How can you apply for financial help for medical care at our hospital?

#### 1 Request an Application Form.

The Financial Assistance Policy, Financial Assistance Application and Brochure (a plain-language summary) are also available in other languages.

- Call SCL Health at 303-813-5300 (local) or 866-665-2636 (toll free) Monday through Friday, 8 a.m. to 5 p.m. Mountain Time.
- Download the application form at <http://sclhealth.org/charityapplication>
- Ask for an application form from one of the following areas or individuals within the hospital:
  - Registration Department
  - Patient Financial Advocate/Financial Counselor

#### 2 Complete and return the signed form and provide all requested documentation.

Return the completed application form to a Patient Financial Advocate/Financial Counselor or Registration Department at your hospital.

Make sure to provide us with verification of your income, which may include, but is not limited to, the following:

- Copy of your most recently filed income tax return.
- Other income information (for example, pay stubs, retirement income, award letters, etc.).

All information supplied is kept completely confidential. The information on your completed application form and attached documentation is only shared with those who determine your eligibility for financial help.

### What will we do after you submit your completed application form?

#### 3 SCL Health reviews your completed application form and documentation.

All paperwork is reviewed by a Patient Financial Advocate/Financial Counselor who specializes in working with people who need help with medical bills.

#### 4 SCL Health notifies you of the decision regarding your eligibility for financial assistance.

- You will be notified after a review of your application is completed.
- You will receive a phone call and letter with our decision.
- If you are found to be eligible for Medicaid, Medicare, other public assistance or for insurance through your state's health insurance exchange, we will help you fill out an application for the correct program or provide information for additional assistance.
- If you do not have health insurance and are not eligible for public assistance programs, or if you do have insurance through your state's health insurance exchange, our Patient Financial Advocate/Financial Counselor will discuss our Financial Assistance Program and the potential discounts available.
- If you do not qualify for financial assistance or only qualify for partial assistance and have concerns about paying your medical bills for services, we will work with you to make payment arrangements.

### What you need to know if you qualify for financial assistance with your medical bills

- Financial assistance only applies towards hospital-based treatments and services provided by SCL Health. You will need to make separate financial arrangements with physicians and other providers.
- If you seek repeat or additional services at SCL Health, you may be required to resubmit an application and complete another financial screening.

### Charges for services

As part of our Financial Assistance Policy, SCL Health is committed to making patients aware of estimated charges for the medical services they will receive at our hospitals. Sometimes during treatment, your doctor may order and provide more medical services that may appear on your bill but were not part of the estimated charges. Although we attempt to make patients aware of all expected, estimated charges, it is hard to know ahead of time if a doctor will order more services based on patients' specific needs.

#### Basis for Calculating Amounts Charged to Patients

SCL Health will not charge patients eligible for Financial Assistance under this policy for emergency or other medically necessary care more than the Amounts Generally Billed (AGB) to individuals who have insurance. Individuals may request the AGB percentage in effect at any particular time by contacting the Financial Counseling Department or the Billing office at the addresses and phone numbers listed in Attachment A.

SCL Health will use the look back method to calculate the AGB percentage at least annually by dividing the sum of all claims that have been paid in full by Medicare and all private health insurers together as the primary payer of those claims during the prior twelve (12)-month period by the sum of the associated gross charges for those claims.

#### For more information, contact:

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