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Children's Mercy International Services

Children's Mercy International Services patients are non-US citizens whose permanent residence is outside of the United States.

The following is the application process for all International patients who are referred to Children's Mercy Hospital (CMH).

Please review each step and should you require additional information or assistance, please contact Children's Mercy International Services.

- Step 1 – Application and Medical Record Review
- Step 2 – Medical Services Cost Estimate
- Step 3 – Financial Screening
- Step 4 – Appointment Scheduling

Step #1: Application & Medical Review

Every appointment request begins with a complete review of the child's current medical condition. To begin the medical review process, complete the International Patient Application **electronically** or **print** the application and submit via fax.

You will need to provide the child's current medical history summary (no more than 30 days old) and copies of all pathology, laboratory, surgery or diagnostic reports. These records can be emailed or faxed to Children's Mercy International Services.

All information must be provided in English.

Once the International Services staff has reviewed the required information, we will forward all materials to the appropriate medical personnel.

Please note, the review process takes 5 - 10 working days but can take longer if medical records are delayed. Once the review is completed, the International Services staff will contact you or your physician with a medical recommendation and if appropriate, a tentative plan of medical care. A confirmed treatment plan can only be provided at the time the child is examined at CMH. Once the child is examined at CMH, changes could occur to the medical plan.

Step #2: Medical Services Cost Estimate

Based on the initial treatment recommendation, the International Services staff will prepare a Medical Services Cost Estimate which details the estimated charges for both hospital resources and the physicians involved in the child's tentative plan of care. When possible, we will provide information regarding any potential additional costs such as medical equipment, supplies, pharmacy and diagnostic testing as available. If requested, International Services staff also can advise on availability and costs associated with hotel, temporary housing and transportation in Kansas City.

Please note:

- The Medical Services Cost Estimate is NOT a packaged price arrangement, nor does it represent the actual costs of diagnostic evaluation and subsequent treatment.
- The proposed plan of care can change once the child has been examined at CMH, and, can change even during the actual treatment process. The Medical Services Cost Estimate will be revised according to the physician's treatment recommendations.

It is essential to understand that CMH physicians and staff work as a team to provide the family with the most accurate medical and financial information possible. However, in most cases, it is impossible to identify all the factors that can impact the child's diagnosis and subsequent treatment recommendations until a CMH physician examines the child.

Step #3: Financial Screening

Once you have received the recommended plan of care and associated Medical Services Cost Estimate, the International Services Department will work closely with you to:

- Verify insurance coverage and identify any restrictions, limitations or copayments required.
- Obtain the appropriate Letter of Guarantee from your sponsor.
- Review the costs identified with the proposed treatment plan and or any changes to the plan once the child is seen by a CMH physician.

The Letter of Guarantee or proof of insurance coverage must be provided to the International Services Department at least 5 days in advance of the child's first visit.

If no insurance coverage or sponsorship that can be verified, the Medical Services Cost Estimate must be paid in advance of the child's first appointment. If full payment is not received 5 days in advance of the child's first visit, any scheduled appointments may be postponed or cancelled.

While at CMH you will be informed of any additional medical costs. Arrangements for payment can be discussed with the International Services staff.

Payment Information:

All payments are expected to be made in U.S. dollars.

Children's Mercy Hospital accepts VISA, MasterCard, American Express and Discover. Personal and cashiers' checks are also acceptable when written on a U.S. Bank. No checks written on banks outside the U.S. will be accepted without prior approval. Wiring instructions will be given as needed.

Step # 4: Appointment Scheduling

Once financial screening requirements are met, confirmation of scheduled appointments will be verified with the family. International Services staff will provide the family with a schedule of all appointments, information regarding planned services and any available resources at CMH and/or in the Kansas City area.

Shortly after arrival to CMH, International Patient staff will meet the family to provide any additional information about the hospital and the various services that may be beneficial.

Step # 5: Patient/Family Services

To help prepare for your visit, Children's Mercy International provides many support services to make the visit at Children's Mercy Hospital as simple and easy as possible. Our office is open from 8:00 a.m. to 4:30 p.m., Monday through Friday. On weekends and after normal business hours, there is dedicated on-call staff that will assist with any needs you might have.