

Plain Language Summary of Children's Mercy Financial Assistance Policy

Not Part of a Medical Record

8071-353 06/17

Every sick child deserves care. Financial Counselors may be able to help families find funds to help cover the cost of medical services. Children's Mercy gives financial help to those who meet the requirements of the financial assistance policy. Financial Counselors are here to help you if you do not have insurance or think you will have trouble paying co-pays, co-insurance, deductibles, or other amounts not covered by insurance.

A Financial Counselor will need to get some information from you to determine whether you may qualify for financial help. Some of the key requirements are:

- You must be a resident in the state of Kansas or Missouri.
- You have a household income (adjusted for family size) of less than or equal to 300% of Federal Poverty guidelines.
- You have used all your resources from all other programs (including Medicaid).

For full eligibility criteria, please see the Financial Assistance Policy at our website

(www.childrensmercy.org/financialcounseling/). All Financial Assistance forms are available in the languages of English, Spanish, Arabic, Somali, Vietnamese, and Burmese.

You will need to:

- Complete the application and give it to a Financial Counselor.
- Return the required documents to a Financial Counselor - proof of residency, pay check stubs, and recent income tax returns.

Completion of an application does not mean you will receive a discount.

If eligibility criteria are met:

- Decisions can be made for up to and including 100% discounted care for eligible services over a certain amount of time.
- You will not be charged more than amounts generally billed for emergency and medically necessary care.

A written letter with instructions for appeal or another review will be given to you if it is decided that you are not able to receive financial help.

To contact a Financial Counselor:

- Email admfc@cmh.edu
- Phone: (816) 234-3567 | Fax: (816) 302-9907
- Visit with a Financial Counselor at one of the following locations:

Children's Mercy, Adele Hall Campus **2401 Gillham Rd, Kansas City, MO 64108**

Check in at Patient Access front desk on the ground floor.
Monday – Friday 7 a.m. - 7 p.m.
Saturday – Sunday 7 a.m. - 5 p.m.

Children's Mercy Hospital Kansas **5808 W 110th, Overland Park, KS 66211**

Check in at Patient Access front desk on the 1st floor.
Monday – Friday 8 a.m. - 4:30 p.m.

Children's Mercy Clinics on Broadway **3101 Broadway Blvd, Kansas City, MO 64111**

Check in at Patient Access desk on the ground floor.
Monday – Friday 8:30 a.m. – 5:00 p.m.

For more information about the Children's Mercy Financial Assistance program, the Financial Assistance policy and the Financial Assistance application form, you can:

- Get a free copy by mail
- Ask for a copy (at Children's Mercy Patient Access in any location)
- Visit our website at: www.childrensmercy.org/financialcounseling/