COMMONSPIRIT HEALTH
GOVERNANCE POLICY ADDENDUM

ADDENDUM Finance G-003A-A   **EFFECTIVE DATE:** 7/1/2021

SUBJECT: Hospital Facility Financial Assistance Contact Information

<u>CHI Health Hospitals</u>

Pursuant to CommonSpirit Governance Policy Finance G-003, *Financial Assistance*, the contact information of CHI Health Hospitals is as follows:

- Copies of the Financial Assistance Policy, Financial Assistance Application, Billing and Collections Policy, and Plain Language Summary are available on the Hospital Facility's website at: https://www.chihealth.com/en/patients-visitors/financial-assistance.html

- A copy of the Provider Listing is available at: https://www.chihealth.com/en/patients-visitors/financial-assistance.html

- Patients may obtain additional information regarding the Hospital Facility's AGB percentage and how the AGB percentages were calculated from a financial counselor at: 844-286-5546

- All patients/Guarantors that are interested in obtaining financial assistance or have questions about financial assistance, the application process, billing and payment plan options, actions in the events of non-payment, and other applicable programs that may be available with respect to their accounts may:
  1. Contact the Hospital Facility in person at: Emergency Department
  2. Call the financial counselor of the Hospital Facility at: 844-286-5546
  3. Visit the Hospital Facility's website at: https://www.chihealth.com/
  4. Mail requests to: Financial Assistance Center ATTN: EES - Financial Assistance Center P.O. Box 660872 Dallas, TX 75266-0872

- Patients/Guarantors denied Financial Assistance may also appeal their eligibility determination. Disputes and appeals may be filed by contacting 844-286-5546 or the Financial Assistance Center at: Financial Assistance Center ATTN: EES - Financial Assistance Center P.O. Box 660872 Dallas, TX 75266-0872

ASSOCIATED DOCUMENTS:
CommonSpirit Governance Policy Finance G-003, *Financial Assistance*
CommonSpirit Governance Policy Finance G-004, *Billing and Collections*

Addendum A: Hospital Facility Financial Assistance Contact Information
Governance Policy Addendum