

ASCENSION SETON

Summary of Financial Assistance Policy

Ascension Seton has a commitment to and respect for each person's dignity with a special concern for those who struggle with barriers to access healthcare services. Ascension Seton has an equal commitment to manage its healthcare resources as a service to the entire community. In furtherance of these principles, Ascension Seton provides financial assistance for certain individuals who receive emergency or other medically necessary care from Ascension Seton. This summary provides a brief overview of Ascension Seton's Financial Assistance Policy.

Who Is Eligible?

You may be able to get financial assistance. Financial assistance is generally determined by your total household income as compared to the Federal Poverty Level. If your income is less than or equal to 250% of the Federal Poverty Level, you will receive a 100% charity care write-off on the portion of the charges for which you are responsible, except for a small flat charge of \$30 that may be assessed for services. If your income is above 250% of the Federal Poverty Level but does not exceed 400% of the Federal Poverty Level, you may receive discounted rates on a sliding scale. Patients who are eligible for financial assistance will not be charged more for eligible care than the amounts generally billed to patients with insurance coverage.

What Services Are Covered?

The Financial Assistance Policy applies to emergency and other medically necessary care. These terms are defined in the Financial Assistance Policy. Elective services are not covered by the Financial Assistance Policy.

How Can I Apply?

To apply for financial assistance, you typically will complete a written application and provide supporting documentation, as described in the Financial Assistance Policy and the Financial Assistance Policy application.

The Financial Assistance Policy application and Financial Assistance Policy application instructions will be made available upon patient request at the time of service.

If a patient wishes to apply for financial assistance after the day(s) of service, a patient may access the Financial Assistance Policy application and Financial Assistance Policy application instructions and print directly from Ascension Seton's website.

Patients may also request a copy of the Financial Assistance Policy application and Financial Assistance Policy application instructions by mail. To request a copy of the documents by mail, patients should call the hospital Patient Financial Services department at 512-324-1125 or the Ascension Medical Group customer service at 512-324-8960.

How Can I Get Help with an Application?

For help with a Financial Assistance Policy application, you may contact:

Ascension Seton
Patient Financial Services
1345 Philomena St. Suite 200
Austin, Texas 78723
512-324-1125
800-749-7624

How Can I Get More Information?

Copies of the Financial Assistance Policy and Financial Assistance Policy application form are available at www.seton.net and at Patient Financial Services, 1345 Philomena St., Suite 200 within Ascension Seton. Free copies of the Financial Assistance Policy and Financial Assistance Policy application also can be obtained by mail by calling the Patient Financial Services department at 512-324-1125. Additional information about the Financial Assistance Policy is also available upon request in any admissions area and at Patient Financial Services, 1345 Philomena St. Suite 200 within Ascension Seton or by telephone at 512-324-1125 or 800-749-7624.

What If I Am Not Eligible?

If you do not qualify for financial assistance under the Financial Assistance Policy, you may qualify for other types of assistance. For more information, please contact Patient Financial Services, 1345 Philomena St. Suite 200 within Ascension Seton or by telephone at 512-324-1125 or 800-749-7624.

Translations of the Financial Assistance Policy, the Financial Assistance Policy application, and this plain language summary are available in the following languages upon request:

English, Spanish, Chinese, Vietnamese, Korean, and Arabic