

Financial Assistance Summary

SSM Health is committed to providing financial assistance to people who are without insurance, underinsured, ineligible for a government program, or otherwise unable to pay for medically necessary care. SSM Health will provide care of emergency medical conditions to individuals regardless of their ability to pay.

Financial assistance is available on a sliding-scale. Each applicant's financial need is based on federal poverty levels, which includes income and number of family members. Financial need does not consider age, gender, race, social or immigrant status, sexual orientation or religious affiliation. SSM Health limits the amount charged for emergency and medically necessary care provided to patients who are eligible for financial assistance under this policy to not more than gross charges for the care multiplied by the amounts generally billed percentage.

To apply for financial assistance, you must complete a financial assistance application. Free applications are available by visiting: ssmhealth.com/financialaid. A free application may also be obtained by request to (855) 989-6789, MyChart, billingquestions@ssmhealth.com or visiting your facility's financial counselor. The following documentation is required to be included with your application:

- Verification of income (last two months)
- Last year's federal tax return or non-filing letter

Uninsured patients automatically receive a discount on their bill. This will be noted on your billing statement. It does not disqualify you for financial assistance. For uninsured patients, financial assistance is applied after the discount. Patients without enough insurance coverage also might be eligible for assistance.

Our financial counselors are available to help determine your financial assistance eligibility or answer questions regarding the application process. If applicable, they may help you apply for Medicaid or setup a payment plan.

Patients are expected to cooperate with SSM Health's financial assistance policy and application process. Eligibility for financial assistance may be restricted to residents in the primary service areas of SSM Health's care sites. In cases when a patient appears eligible for financial assistance, but no evidence is available, SSM Health could use outside agencies to determine eligibility.

The financial assistance policy, billing and collections policy, plain language summary, and the financial assistance application are available at ssmhealth.com/financialaid in multiple languages including but not limited to: English, Spanish, Chinese, French, Korean, Russian and Arabic. These documents may also be obtained through mail or email by submitting a request to Customer Service at: (855) 989-6789, billingquestions@ssmhealth.com or through MyChart. Financial counselors located on-site at each facility, addresses listed below, may also provide a copy of the above documents in person.

A copy of our billing and collections policy, which describes the actions that SSM Health may take in the event of nonpayment, is provided for free upon request.

SSM Health may at any time revise the criteria determining eligibility for financial assistance. Be assured that SSM Health understands the sensitivity of your personal information and works hard to protect your privacy.

All communications concerning disputed debts, including any form of payment tendered as full satisfaction of the debt, must be received at the below address.

**Disputed Billing
PO Box 411997
St. Louis, MO 63141**

Payments tendered as full satisfaction of a debt that are not sent to this location, will not satisfy the total outstanding debt.

Completed applications or questions regarding financial assistance may be submitted to the following locations:



By Mail

SSM Health: Patient Financial Services
Attn: Financial Assistance
PO Box 411997
St. Louis, MO 63141



By Fax

(314) 989-6734



By Email

financialaid@ssmhealth.com



By Phone

(855) 989-6789

In Person

Please see the financial counselor at the facility in which you received care. Address listed below.

Missouri

SSM Health Cardinal Glennon Children's Hospital
1465 S. Grand Blvd
St. Louis, MO 63104

SSM Health DePaul Hospital - St. Louis
12303 DePaul Drive
St. Louis, MO 63044

SSM Health St. Joseph Hospital - St. Charles
300 First Capitol Drive
St. Charles, MO 63301

SSM Health St. Joseph Hospital - Wentzville
500 Medical Drive
Wentzville, MO 63385

SSM Health St. Joseph Hospital - Lake Saint Louis
100 Medical Plaza
Lake Saint Louis, MO 63367

SSM Health St. Mary's Hospital - St. Louis
6420 Clayton Road
Richmond Heights, MO 63117

SSM Health St. Clare Hospital - Fenton
1015 Bowles Ave
Fenton, MO 63026

SSM Health St. Louis University Hospital
1201 S. Grand Blvd
St. Louis, MO 63104

SSM Health St. Mary's Hospital - Jefferson City
2505 Mission Drive
Jefferson City, MO 65109

Illinois

SSM Health St. Mary's Hospital - Centralia
400 N. Pleasant Ave
Centralia, IL 62801

SSM Health Good Samaritan Hospital - Mt. Vernon
1 Good Samaritan Way
Mount Vernon, IL 62864

Oklahoma

SSM Health Bone & Joint Hospital at St. Anthony
1111 N. Dewey Ave.
Oklahoma City, OK 73103

SSM Health St. Anthony Hospital - Oklahoma City
1000 N. Lee
Oklahoma City, OK 73102

SSM Health St. Anthony Hospital - Shawnee
1102 W. Macarthur St.
Shawnee, OK 74804

SSM Health St. Anthony Hospital - Midwest
2825 Parklawn Drive
Midwest City, OK 73110

Wisconsin

SSM Health St. Clare Hospital - Baraboo
707 14th St.
Baraboo, WI 53913

SSM Health St. Mary's Hospital - Madison
700 S. Park St.
Madison, WI 53715

SSM Health St. Mary's Hospital - Janesville
3400 E. Racine St.
Janesville, WI 53546

SSM Health St. Agnes Hospital - Fond du Lac
430 East Division St.
Fond du Lac, WI 54935

SSM Health Waupun Memorial Hospital
620 W. Brown St.
Waupun, WI 53963

SSM Health Ripon Community Hospital
845 Parkside St.
Ripon, WI 54971

SSM Health Monroe Hospital
2009 5th St.
Monroe, WI 53566