

Financial Assistance – Plain Language Summary

In keeping with its mission, Ann & Robert H. Lurie Children’s Hospital of Chicago is dedicated to making healthcare services accessible to our pediatric population. The Hospital acknowledges the financial needs of patients and families who are unable to afford the charges associated with the cost of medical care. In that regard, the Hospital when needed provides emergency and other medically necessary healthcare services at a discount to children who reside in Illinois.

To manage its resources and responsibilities and to allow the Hospital to provide assistance to the greatest number of children in need, the Board of Trustees has established these guidelines for providing Financial Assistance.

Eligibility and Assistance Offered

In order to be eligible for free care or care at a reduced rate, the patient and/or family must apply by completing a short questionnaire. Families applying for Financial Assistance will not be denied based upon race, color, religion, sex, age, national origin, or marital status. The decision to provide Financial Assistance will be based on a review of the family’s income, assets and liabilities. Additional information may be requested and ultimately may affect the Hospital’s decision.

The necessity for medical treatment of any patient will be based on the clinical judgment of the healthcare provider without regard to the financial status of the patient and/or parent. All patients will be treated for emergency medical conditions without discrimination and regardless of their eligibility for free or discounted care. Families that are eligible for Financial Assistance will not be charged more than the amounts generally billed for emergency or other medically necessary care. Patients and/or families must provide supporting documentation of Illinois residency. Children residing outside of Illinois or who reside in a foreign country are not eligible for Financial Assistance. This policy shall apply regardless of the patient’s immigration status.

Applying for Financial Assistance

Patients and families may submit an application and supporting documentation to the Patient Services office (see address below.) The Financial Assistance application may be found on the Hospital’s web site. Alternatively, printed copies of the Hospital’s Financial Assistance Policy or its Plain Language Summary may be obtained at no extra cost by visiting or calling the Hospital’s Patient Services Office. You may contact the Patient Services office for a copy of the application or for assistance with the process. The Financial Assistance Policy, the application form and this Plain Language Summary are available in English, Spanish, Polish, Cantonese, Tagalog and Arabic.

Calculation of Free or Discounted Care

Program	Available To	Description	How to Apply
Financial Assistance	Insured Patients	Offers free care to families based upon family size and with income less than 300% of Federal Poverty Guideline and discounted care to families with income level between 300% and 400% of the Federal Poverty Guideline on balances remaining after all insurance payments.	Complete Financial Assistance Program Application
Uninsured Discount Program	Uninsured Patients	Offers free care to families based upon family size and with income less than 300% of Federal Poverty Guideline and discounted care to families with income level between 300% and 600% of the Federal Poverty Guideline.	Complete Financial Assistance Program Application
Financial Assistance – Catastrophic	Uninsured Patients Only	Limits the out-of-pocket costs when medical debts specific to medical care at Lurie Children’s exceeds 25% of the family’s gross income	Complete Financial Assistance Program Application
Payment Plan Program	Uninsured and Insured	Assists patients with their financial obligations by establishing payment arrangements	Contact a Financial Counselor at 866- 955-8200 or 877-924-8200

Notification

In an effort to make our patients, families and the broader community aware of the Hospital’s Financial Assistance program, the Hospital has taken a number of steps to widely publicize this policy including posting of legible signage; development of this Plain Language Summary (PLS) and distributing informational pamphlets at registration desks. If you need additional information or have questions, please contact our Patient Services office at:

Admitting/Business Office
 Ann & Robert H. Lurie Children’s Hospital of Chicago
 225 East Chicago Avenue, 12th Floor
 Chicago, Illinois 60611

Web Site: www.luriechildrens.org/financial-assistance
 Telephone: (877) 924-8200