

## St. Charles Health System Financial Assistance Program Plain Language Summary

In the spirit of love and compassion, better health, better care, better value, St. Charles Health System is committed to working with our patients through financial issues, including finding ways to make medical care more affordable. The St. Charles Financial Assistance program is designed to assist patients with medical bills that present a significant financial hardship. We encourage you to talk with a St. Charles Financial Counselor or a billing office representative about how St. Charles can help you.

### Eligibility Requirements

St. Charles provides financial assistance to aid members of our communities. St. Charles patients, regardless of their ability to pay, insured or uninsured, may apply for financial assistance. Eligibility and benefit criteria is set to provide assistance to those with the greatest need. Assistance is provided to eligible patients on a sliding fee scale basis, with discounts ranging from 25% to 100% based on ability to pay.

The Financial Assistance program provides discounts to families who are:

- At or below 400% of the Federal Poverty Guidelines (FPG).
- Who are underinsured or uninsured.

Please note that all insurance opportunities and/or reimbursements must be exhausted.

General Income Guidelines (based on 400% of the 2025 FPG)

Family Size	Annual Income
1	\$62,600 or less
2	\$84,600 or less
3	\$106,600 or less
4	\$128,600 or less
5	\$150,600 or less
6	\$172,600 or less
7	\$194,600 or less
8	\$216,600 or less

Note: For families with more than 8 persons, add \$22,000 for each additional person.

St. Charles Health System will not apply gross charges to a Financial Assistance-eligible individual for any medical care.

### How to Apply

Patients may obtain a free of charge copy of the financial assistance policy, financial assistance application and/or the billing and collections policy by picking up from the financial counselor at a location listed below, calling 541-706-7750 or visiting the St. Charles Health System website: <https://www.stcharleshealthcare.org/patients/billing-and-insurance/patient-financial-assistance>

Financial Counselors are located the following hospitals:

**St. Charles Bend**

2500 NE Neff Road

541-706-7756

**St. Charles Redmond**

1253 N Canal Boulevard

541-526-6506

**St. Charles Prineville**

384 SE Combs Flat Road

541-447-8440

**St. Charles Madras**

470 NE A Street

541-460-4098

**Financial Assistance Application Process**

Completed applications will be processed within 21 days of receipt. St. Charles will provide written approval or denial determinations within the 21-day period. All account balances will be reviewed for Financial Assistance eligibility criteria.

Para pacientes que no hablan inglés,

Traducciones de la política de ayuda financiera, solicitud para ayuda financiera, política de facturación y colecciones y este resume en lenguaje simple están disponibles en línea: <https://www.stcharleshealthcare.org/patients/billing-and-insurance/patient-financial-assistance>