

## Plain Language Summary

### Houston Methodist's Financial Assistance Policy

Houston Methodist is committed to providing charity care to persons who are uninsured, underinsured, ineligible for a government program, or otherwise unable to pay for emergency and medically necessary care based on their individual financial situation.

Patients whose family income is at or below 200% of the Federal Poverty Level (FPL) are eligible to receive free services; and patients whose family income is above 200% but not more than 400% of the FPL are eligible to receive services at a discounted amount. This discounted rate is not to exceed the average amount Houston Methodist would get paid by private insurance and Medicare, including any patient payments in the form of deductibles, co-payments, and co-insurance.

You will not be required to make advanced payments or payment arrangements for emergency and medically necessary services prior to the rendering of services. However, if you are required to pay a discounted amount, and you cannot pay the discounted amount in full after the services are provided, Houston Methodist will attempt to collect this discounted amount. Houston Methodist will provide monthly billing statements requesting payment from you. If you cannot pay the discounted amount in a single payment, Houston Methodist offers interest free extended payment options. Any discounted amounts remaining unpaid will be turned over to a third party collection agency for further collection attempts. Third party collection activity will not include personal liens, legal actions or credit bureau notification.

A free copy of Houston Methodist's Financial Assistance Policy, the Financial Assistance Application and Collection Policies are available on Houston Methodist's website at [www.HoustonMethodist.org/Billing](http://www.HoustonMethodist.org/Billing), are available in the Hospitals' Admitting and Registration areas, can be obtained by contacting the Centralized Business Office at (local) 832-667-5900, (toll free) 877-493-3228, and can be requested by mail:

Houston Methodist  
Centralized Business Office  
Attn: Financial Assistance Unit  
701 S. Fry Road  
Katy, TX 77450

This Plain Language Summary, Financial Assistance Policy, Financial Assistance Application and Collection Policies are available in various languages at the contacts listed above.

Houston Methodist's Financial Assistance Unit is available to answer questions and provide information about the Financial Assistance Policy and to assist you with the application process. You can reach a member of the Financial Assistance Unit Monday through Friday between the hours of 7:00 a.m. through 7:00 p.m. and Saturday between the hours of 8:00 a.m. through 12:00 p.m. at 832-667-5900 or 877-493-3228.

Once you have completed the Financial Assistance Application, please attach all required supporting documents and mail to the Financial Assistance Unit, see address listed above, or fax to the attention of the Financial Assistance Unit at 832-667-5995.