



Financial Care at St. Luke's Health System

Financial Care Eligibility

St. Luke's provides financial assistance for qualifying patients who need help paying for some or all emergency or medically necessary care they received in a St. Luke's facility or by a St. Luke's provider. This program was developed to assist low-income, uninsured, or underinsured patients.

To be eligible for Financial Care the patient must:

- Complete the Financial Care Application and submit supporting documentation
- Have a family income at or below 400% of the Federal Poverty Level
- Receive medically necessary services, as determined by the treating physician
- Not have been denied government assistance due to lack of cooperation
- If the patient has insurance, charges must have been billed to the patient's insurance

Patients who are determined eligible for medical financial care will not be charged more than amounts generally billed (AGB) for emergency or other medically necessary care to patients with insurance (AGB, as defined by IRS Section 501(r)).

How do I apply?

Request an application from any of the following sources. Applications are available in English and Spanish.

- Ask at St. Luke's hospital or clinic registration desk
- Download an application through St. Luke's website. Go to www.stlukesonline.org/billing and click on "Financial Care"
- Call St. Luke's Business Office at (208)706-2333 or toll-free (800)-342-3432
- Request by mail (at no cost)
St. Luke's Customer Care,
P.O. Box 2578, Boise, ID 83701-2578

Please mail a completed application, including all required documentation and information specified in the application instructions, to the address above. Applications will be reviewed only after all required documents have been submitted and determine whether you're eligible according St. Luke's Financial Care Policy. Incomplete applications will not be considered. An incomplete application and all submitted documents will be mailed back to you.