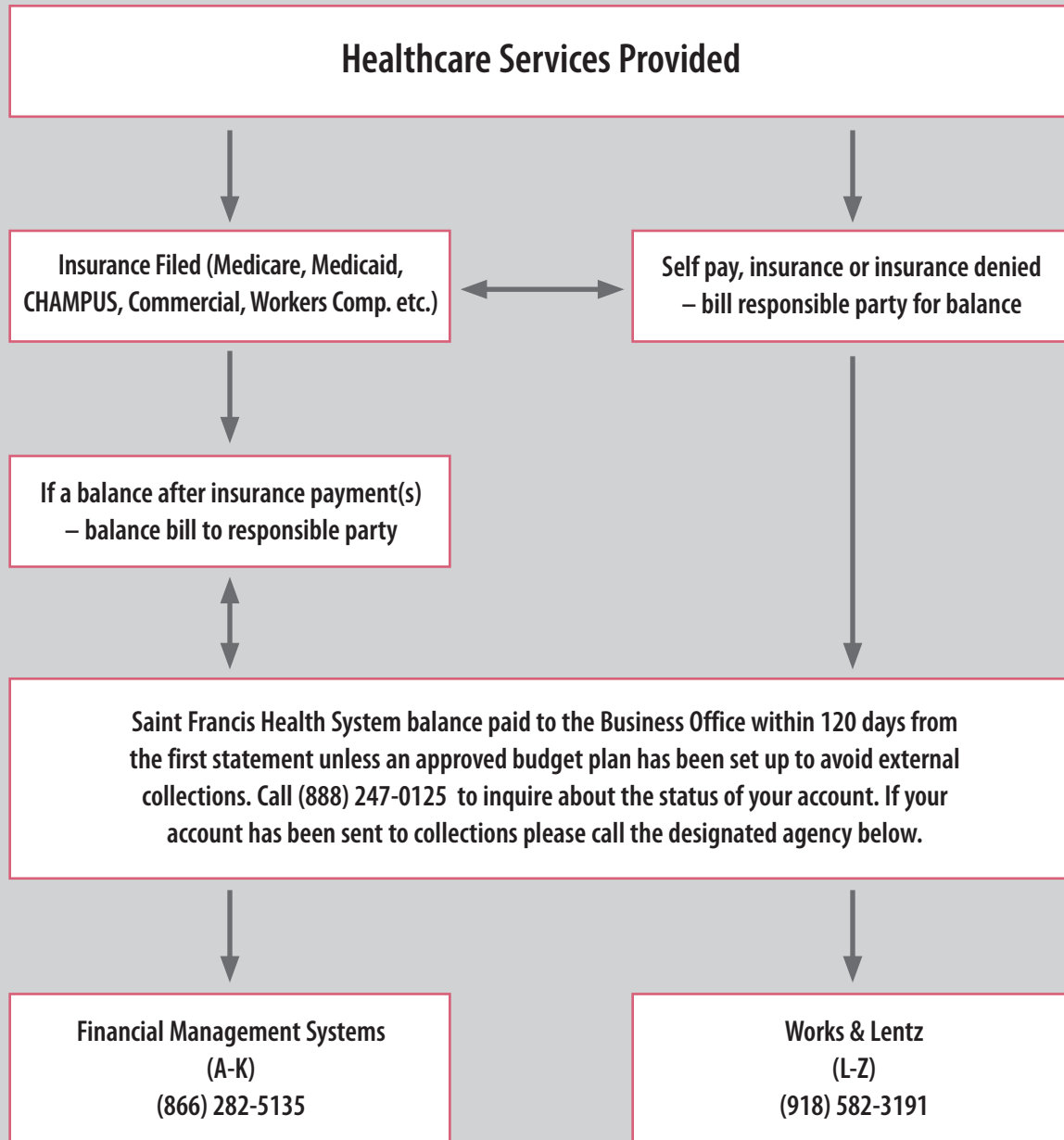


Saint Francis Health System Billing and Collection Cycle

This flow chart represents the typical billing and collection cycle for a visit to Saint Francis Health System.



MISSION

To extend the presence and healing ministry of Christ in all we do

VISION

Saint Francis Health System will be the leading integrated Catholic healthcare system providing high quality, comprehensive and innovative care across our regional continuum of services.

VALUES

EXCELLENCE

Promoting high standards of service and performance

DIGNITY

Respecting each person as an inherently valuable member of the human community and as a unique expression of life

JUSTICE

Advocating for systems and structures that are attuned to the needs of the vulnerable and disadvantaged and that promote a sense of community among all persons

INTEGRITY

Encouraging honesty, consistency and predictability in all relationships

STEWARDSHIP

Ensuring prudent use of talents and resources in a collaborative manner



Your Account with Saint Francis Health System Payment for Healthcare Services

Our Commitment

Your Responsibility

Deposits/Time of Service Payments

Estimating Charges

Our Responsibility

Professional Charges

Payment Arrangements/Budget Plan

Billing Cycle



6161 South Yale Ave, • Tulsa, Oklahoma

918-494-1105

www.saintfrancis.com

Your Account with Saint Francis Health System

Our Commitment to Your Care

We are committed to providing the finest, most comprehensive care to thousands of patients each year. Saint Francis Health System utilizes the skills of highly qualified physicians and healthcare providers along with the latest medical equipment and technology. In order to continue our tradition of medical excellence and compassionate care, we must be diligent in our efforts to receive payment for services, while remaining sensitive to the needs of those who are unable to pay.

Our Responsibility

We will file your bill with your insurance company or the appropriate Medicare/Medicaid agency.

Your Responsibility

As a patient of Saint Francis Health System, we can better serve you by knowing how you plan to pay for your medical services or how we may guide you in applying for financial assistance. Your responsibility is to cooperate by 1) providing your personal data (current address and phone number) and 2) providing your insurance information including Medicare and Medicaid coverage prior to receiving services as well as providing a copy of your insurance card. Once we have received payment from your insurance company or the appropriate Medicare/Medicaid agency, you will be responsible for all co-payments, deductibles and amounts that are not covered and that have not been paid prior to or at the time of service.

Professional Charges

The professional component (physician charges) will be billed separately from your hospital bill. Some physician specialists may not participate in your healthcare plan

and their services may not be covered. Please contact the physician's office to verify whether or not they are in your network.

Trauma Emergency Center (TEC)

You will receive several bills when you come to the TEC or Pediatric Emergency Center (PEC). These could include a bill from the hospital, a bill from the emergency room physicians and/or a bill from any other specialists who may have been involved in your emergency care.

Deposits/Time of Service Payments

To minimize billing for convenience items and for co-pay/deductible amounts, Saint Francis Health System requests that you pay any co-pays, deductibles or co-insurance amounts at the time of service for any outpatient, inpatient or emergency room visits. If uninsured, an estimated amount will be requested at the time of service. Payment is required upfront for all procedures that are considered cosmetic. You may pay by cash, check or major credit card.

When possible, for scheduled services we will attempt to notify you in advance of any amount to be paid at the time of service. In the event that your insurance covers all or a portion of what you have paid and there are no other outstanding account balances, you will receive a refund of the excess payment. (See "Estimating Charges and Patient Portion Responsibility.")

Payment Arrangements

When receiving non-emergent services, we ask that you make payment arrangements in advance. Payment arrangements, also known as budget plans, can be set up for a maximum of 12 months. The first payment is due at or before the day of service. You may make

arrangements by contacting the Financial Counseling office or speaking with your Admitting Representative upon pre-admission or admission.

Financial Counselors

- Saint Francis Hospital (918) 494-1105
- Saint Francis Hospital South (918) 307-6030
- Saint Francis Hospital Vinita (918) 256-0268
- Saint Francis Hospital Muskogee (918) 684-2291

A budget plan is required if you are not able to pay your account balance in 120 days from the first statement you receive. A budget plan will prevent your account from going to external collections. After receiving a statement, call Patient Financial Services' customer service department at (888) 247-0125 for assistance.

Estimating Charges and Patient Portion Responsibility

If you request, Saint Francis Health System will provide quotes of estimated charges for pending services as a courtesy to you. These estimates may be written or conveyed verbally to you and will help to facilitate financial knowledge and collection of appropriate deposits/co-pays or co-insurance prior to or at the time of service. Estimate requests can be obtained through your MyChart account, www.saintfrancis.com or by calling (918) 502-7000. Because many factors may affect the final charges, patients may be asked to sign an "Estimate of Financial Responsibility" form. By signing this form, it does not absolve the individual of financial responsibility for charges over the estimated amount, rather, it is only an estimate of the cost of services to be provided.

Other Services

Medicaid

You may qualify for Medicaid Benefits (also known as Title 19 or Soonercare). To find out if you qualify for these benefits or if you have questions about your Medicaid benefits, please contact the onsite Department of Human Services (DHS) representative or the financial counseling office.

- Saint Francis Hospital onsite DHS: (918) 494-1840
- Saint Francis Hospital financial counseling office: (918) 494-1105
- Saint Francis Hospital South financial counseling office: (918) 307-6030
- Saint Francis Hospital Vinita financial counseling office: (918) 256-0268
- Saint Francis Hospital Muskogee financial counseling office: (918) 684-2291

Financial Assistance

If needed, you can apply for Saint Francis Health System's Financial Assistance Program. Pre-screening for Medicaid eligibility may be required before applying for the Financial Assistance Program. You may contact the Financial Counseling office as listed above or the Patient Financial Services' customer service department at (888) 247-0125 for more information.

MedData

If you are uninsured you may be contacted by a representative from MedData, an agency contracted with Saint Francis Health System for the purpose of helping patients file for public assistance. The time frame to apply for medical assistance is extremely limited. Please call 866-402-3650 within 48 hours of your hospital visit to avoid any loss of medical assistance you may be eligible for. There is no charge to you for this service.