

Patient Financial Assistance Policy

Plain Language Summary

As part of St. Christopher's mission to provide compassionate, accessible, high-quality, cost-effective healthcare to the community, we recognize some patients and families may need financial assistance to help with the cost of health care services. Therefore, St. Christopher's offers patient financial assistance to ensure access to high-quality health care for all.

Eligibility and Assistance Offered

Patients who are denied Medicaid coverage, or who are screened and do not meet the Medicaid guidelines, will be considered for the St. Christopher Patient Financial Assistance program. Patients and families wishing to apply for assistance may submit an application and the supporting documentation to a St. Christopher Patient Financial Services Representative.

The Federal Poverty Guidelines are updated yearly and are used to determine eligibility for Patient Financial Assistance. Patients will be asked to provide verification of household income along with the names of people residing in the household during the application process. This information is used to identify where the household falls within the Federal Poverty Level Guidelines (FPL). The FPL category will determine the amount you will pay toward your medical bill. For patients above 400% of the FPL, the uninsured rate applies. The uninsured rate is 50% of the amounts generally billed and is applied when an initial payment is made.

Applying for Patient Financial Assistance

The current Patient Financial Assistance policy and applications for financial assistance are accessible on our website at <https://towerhealth.org/locations/st-christophers-hospital-children/billing/financial-assistance>. In addition, printed copies of the entire Patient Financial Assistance Policy and application may be obtained at no cost by emailing call.center@towerhealth.org or by calling 215-427-8442.

Patients are encouraged to begin applying for financial assistance as early as possible. The sooner St. Christopher becomes aware of the financial need, the greater the opportunity for us to connect you with potential resources such as Medicaid and other assistance or insurance programs. Patients may request consideration for financial assistance at any point during the billing and collection cycle.

Should you need help with applying, a St. Christopher Patient Financial Services Representative will guide you through the application process. Please visit our Patient Financial Services office located at:

St. Christopher
160 E Erie Ave
Philadelphia, PA 19134

You may also contact us by calling 215-427-8442.