

Financial Assistance and Charity Care Policy

Financial Assistance

Trinity Health is committed to providing care, treatment and services to all who come to us based on medical necessity.

Financial Assistance Policy

- Financial help is provided based on your income. This is defined using [Federal Poverty Level guidelines](#).
- If you earn [200]% or less of the Federal Poverty Level guidelines you can get a full discount. It applies to medically necessary services.
- If you earn between [201]% and [400]% of the Federal Poverty Level you may get a partial discount.
- Trinity Health will not charge qualifying patients more than the Medicare discount rate.
- Your copays, coinsurance, and deductibles may get discounts. You can qualify for aid if you earn less than [400]% of the Federal Poverty Level.
- If you are facing catastrophic costs, you may get discounts. This occurs when your medical expenses for the past 12 months are over 20% of your household income. The discount may also include the your copays. It can also include coinsurance, and deductibles.

Elective services such as cosmetic surgery are not eligible for financial assistance.

To apply for financial assistance, complete and submit the application. The Loyola Medicine (a member of Trinity Health) Financial Assistance Policy and Application are available on the hospital's webpage [Loyola Financial Assistance and Charity Care Policy](#). You may also request a free copy of the policy and application by visiting any ministry location, mailing, emailing, or calling Loyola Medicine. Below is the contact information for assistance with Financial Assistance application or submission of application. If you prefer to call, our Benefit Advocates can be reached at 708-216-5014 x5.

Please send the application and all supporting document(s) required within sixty (60) business days.

*****INCOMPLETE APPLICATIONS MAY NOT BE PROCESSED.*****

Mail to (drop off not available):

Loyola University Health System,
Patient Financial Services Department
Two Westbrook Corporate Center, 6th Floor
Westchester, Illinois 60154

Fax #: 708-216-5359

Email address: LOY-FinancialAssist@lumc.edu

If you would like to meet with a Benefit Advocate in person or drop off your application, please visit:

Loyola University Medical Center 2160 South 1st Ave Suite/Room 1911 Maywood, IL 60153	Gottlieb Memorial Hospital 701 W. North Ave Door 4 Entrance Melrose Park, IL 60171	MacNeal Hospital 3249 S Oak Park Avenue Berwyn, IL 60402 1st Floor
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The Trinity Health Financial Assistance Policy, Application, and Plain Language Summary are translated into other languages and are available by contacting the hospital or Patient Financial Services department listed above.

Provider List

A list of Providers delivering emergency or medically necessary care in the hospital facility, who are covered by the hospital's Financial Assistance Policy, is available online or upon request.

Short-Term and Long-Term Payment Plans

If you cannot pay your share you may qualify for short or long-term payment plans. Trinity Health's short-term payment plan is interest free. Patients must pay balances within one year. You can get a long-term interest-bearing plan if you can't pay the total balance within one year.

Patient Financial Services

Benefit Advocates (Financial Counselors) are available to help you. They will assist you in completing financial assistance applications. This will determine what aid is available. This includes assessing eligibility for Medicaid.

You may contact a financial counselor at the place where you receive care. The financial counselor can help determine if you qualify for financial help. Financial counselors can also provide free copies of the Financial Assistance Policy, Application, and Plain Language Summary.