

Centura Health will treat all patients in the following manner:

- Centura is dedicated to ensuring that emergency and other medically necessary care is accessible to all patients, regardless of ability to pay, ability to qualify for financial assistance, or the availability of third-party coverage.
- Financial Assistance-eligible patients will not be charged more than our amounts generally billed.

Approved Financial Assistance Adjustment Amounts:

- To be eligible for a reduction, the individual's household income calculation must be at or below 400% of the current Federal Poverty Guidelines.

Federal Poverty Level	Patient Responsibility
0–100%	\$0
101%–117%	\$20
118%–159%	\$25
160%–200%	\$35
201%–250%	\$40
251%–299%	25% of charges with \$50 minimum
300%–399%	35% of charges with \$80 minimum
Greater than 399%	Standard SP discount—50%

Centura Health will:

- Suspend any adverse reporting to consumer credit agencies/credit bureaus.
- Suspend any collection activity during the consideration of a completed financial assistance application. A note will be entered into the patient's account to suspend collection activity until the financial assistance process is complete. If the account has been placed with a collection agency, the agency will be notified to suspend collection efforts until a determination is made. This notification will be documented in the account notes.
- Make and document the determination as to an individual's eligibility for financial assistance.
- Notify the individual in writing generally within 60 days after receiving a completed application of the eligibility determination and the basis for the determination.
- Provide the individual with a billing statement that indicates the final amount owed.
- Take all reasonably available measures to remove from the individual's credit report any adverse information that was previously reported to a consumer credit agency/credit bureau.

For help with applying for Centura Health Financial Assistance or obtaining the Financial Assistance Policy or Application, we have these various options available:

- Please email us at ptaccessbillingissues@centura.org
- Call us toll free at 1-888-269-7001
- Go to our website <http://www.centura.org/for-patients-and-families/billing-and-financial-services/financial-help/>
- Call or visit the Financial Counselor/Health Benefit Advisor in the Patient Access department at the facility where you received care.

To take the first step in applying for Centura Health's Financial Assistance program at one of these clinics, please ask at the front desk.

CHPG Pediatric Health Services/St. Thomas More
1338 Phay Avenue, Building D
Canon City, CO. 81212
<https://www.centura.org/locations/st-thomas-more-physician-clinic-pediatric-health-services?location=14341>

CHPG Primary Care Idaho Spring
115 15th Avenue
Idaho Springs, CO. 80452
<https://www.centura.org/locations/chpg-primary-care-idaho-springs>

SET Family Medical Clinic
2864 S. Circle Drive, #450
Colorado Springs, CO 80452
<https://www.centura.org/locations/set-family-medical-clinic>

Southern Colorado Family Medicine Residency
1008 Minnequa
Pueblo, CO 81004
<https://www.centura.org/education-and-training/residencies-and-internships/southern-colorado-family-medicine-residency>

St. Anthony North Family Medicine—84th
2551 W. 84th Avenue
Westminster, CO 80031
<https://www.centura.org/locations/st-anthony-north-family-medicine>

St. Anthony North Family Medicine—Orchard
14300 Orchard Parkway
Westminster, CO 80023
<https://www.centura.org/locations/st-anthony-north-family-medicine>

St. Thomas More Family Practice Clinic
1338 Phay Avenue, Building D
Canon City, CO 81212
<https://www.centura.org/locations/st-thomas-more-physician-clinic-family-medicine?location=12706>

St. Thomas More Internal Medicine Clinic
1338 Phay Avenue, Building D
Canon City, CO 81212
<https://www.centura.org/locations/st-thomas-more-physician-clinic-internal-medicine?location=8296>

St. Thomas More OB/GYN Clinic
1338 Phay Avenue, Building D
Canon City, CO 81212
<https://www.centura.org/locations/st-thomas-more-physician-clinic-obgyn-services?location=3106>