

Plain Language Summary of Financial Assistance Policy

Craig Hospital provides rehabilitation care to people affected by spinal cord and traumatic brain injury. We do not provide emergency medical services. As a non-profit 501(c) 3 corporation, we are able to offer programs to assist our patients if they need financial support.

Craig Hospital provides financial relief in the form of charity care discounts. Based on income level and household size, a sliding scale is used based on Federal Poverty Guidelines to determine the amount of the discount that is available. The hospital shall limit the amounts charged for medically necessary care provided to individuals eligible for assistance under this law to no more than the lowest negotiated rate from a private health plan.

There are several programs that are available to the community when seeking financial assistance for medical services provided at Craig Hospital. All programs have criteria to be considered in order to qualify for financial assistance. It is the patient's responsibility to apply and provide the necessary information to determine eligibility. If you believe you need financial assistance or would like a discount for hospital charges for services you are receiving at Craig Hospital, please contact your Clinical Care Management Counselor to discuss these programs and obtain assistance with the application. During your inpatient stay, the counselors are a member of your care team and are located either on the 3rd or 4th floor of the hospital. The main number for inpatients is 303-789-8236. As an outpatient, the main number is 303-789-8485 and they are located in the 1st floor of the hospital. All of the counselors listed in these two areas can provide a copy of the Financial Assistance (Charity Care) Policy application and will assist those who request it.

If you already have a financial obligation and receive a billing statement, please contact the Business Office located on the 2nd floor of the hospital. The phone number of the appropriate Patient Account Representative is indicated on the statement or contact the Accounts Receivable Manager at 303-789-8348 to discuss payment plans or to obtain assistance regarding the charity application or have an application sent to you. An application is also available on the website listed below. Payments are accepted by cash, check, credit card or online payment.

You can also visit the website: www.craighospital.org, click on Charity Care found at the bottom of the web page. The policy, application and list of providers covered by the policy can be found as separate documents on the website in both English and Spanish.