

How to Get Help to Pay Your Bill

Financial Assistance Policy

PLAIN LANGUAGE SUMMARY

North Kansas City Hospital's (NKCH) Financial Assistance Policy exists to provide eligible patients partially or fully-discounted emergency or medically necessary hospital care. To be considered for financial assistance, please submit a completed Financial Assistance Application. You can ask for help with your bill at any time during your hospital stay or during the billing process. NKCH also will review your account to determine if any discounts can be automatically applied or given without a Financial Assistance Application.

ELIGIBILITY

Patients who receive emergency or other medically necessary hospital services and submit a completed Financial Assistance Application (including required documentation such as pay stubs, bank statements and income tax returns) and who meet specific Federal Poverty Guidelines (based on family size), may be eligible for financial assistance.

NKCH will review your Financial Assistance Application and determine whether you qualify for financial assistance based on your circumstances.

NKCH also may grant financial assistance automatically if you have no health insurance, or it may determine you are presumptively eligible for financial assistance based on its review of public record data.

Patients who qualify for financial assistance will not be billed or asked to pay more than the amounts generally billed to patients with health insurance coverage for emergency and other medically-necessary care.

QUESTIONS

For questions or assistance, please contact the NKCH Patient Financial Services Department at 816.691.2040 or 866.691.2040. To speak directly with a Patient Resource Counselor, please call 816.691.2598. Our Patient Financial Services team is available 8 a.m.-5 p.m., Monday-Friday. We are located at 2800 Clay Edwards Drive, North Kansas City, MO 64116.

HOW TO APPLY

Financial Assistance Applications and NKCH's Financial Assistance Policy are always free of charge and may be obtained in-person, online or by mail as described below.



IN-PERSON

Obtain an application at any one of the check-in areas or in the Account Services office, 2nd Floor Hospital.

2800 Clay Edwards Drive
North Kansas City, MO 64116



ONLINE

Download an application from the Financial Aid section of the NKCH website: nkch.org/FinancialAid



MAIL

To have an application mailed to you, call the NKCH Patient Financial Services Department at 816.691.2040 or 866.691.2040 between 8 a.m.-5 p.m., Monday-Friday.

Applications are available in English, Spanish and Vietnamese. Our Financial Assistance Policy and this Plain Language Summary also are available in English, Spanish and Vietnamese upon request.