



**Saint Francis**  
HEALTHCARE

## Colleague Discount FAQs

### *What if I carry Saint Francis Healthcare System coverage?*

If you carry Saint Francis insurance coverage, you do not need to do anything. Your insurance card and eligibility will be verification of benefits and will enable us to apply your discount to your accounts.

### *What if my spouse, dependents, or myself do not carry Saint Francis Healthcare System coverage?*

You will be required to provide documentation to receive the discount. This documentation can be emailed to [customerservice@sfmc.net](mailto:customerservice@sfmc.net), dropped off at the cashier window drop box or brought with you to your appointment or procedure. Documents must be labeled with the employees name, date of birth, and employee number.

This documentation will be required **at least once** for children and **at least yearly** for spouses. Patient Financial Services may require additional verifications on a periodic basis to support ongoing eligibility for the discount.

Documentation:

- For spouse: most recent year's federal taxes
- Child/dependent:
  - Birth certificate listing employee as parent
  - Federal taxes listing child as dependent
  - Guardianship papers

Please do not send verification documents unless you have scheduled or anticipated services. When registering for services, please state that you or your eligible dependent are eligible for the employee discount.

### *What if I receive a statement and I have not received my discount?*

If you receive a statement without your discount, please contact Patient Financial Services at 573-331-5217, option 4 or by email at [customerservice@sfmc.net](mailto:customerservice@sfmc.net).

Please verify the date of service on your statement. You may receive a statement after July 1, 2018 for prior dates of service and those charges will not be eligible for the discount.

### *Which accounts qualify for a discount?*

- Dates of service on or after July 1, 2018
- Dates of service during your employment. Dates of service prior to employment date or after your term date are not eligible.
- Discount does not apply to copays.

For any other questions, please refer to the Colleague Discount Policy on the intranet.