

Getting Help with Your Bill

Summary of the Texas Health Financial Assistance Policy

Texas Health Resources and their affiliated hospitals offer financial assistance under the Texas Health Financial Assistance Policy. This may apply to anyone who receives hospital services from a Texas Health or affiliated hospital. The Financial Assistance Policy, a Financial Assistance Application and the Plain Language Summary are available in English and Spanish, and other languages if needed. Financial assistance does not apply to bills from doctors, outside labs or other non-hospital healthcare providers.

How Do I Qualify for Financial Assistance?

You can ask for help with your bill at any time during your hospital stay or billing process. We will determine how much you owe by reviewing income, assets or other resources. If your yearly income is less than or equal to 200% of the current Federal Poverty Guideline, you may receive some financial assistance.

Federal Poverty Guidelines can be found at:
<http://aspe.hhs.gov/poverty/index.cfm>.

You may qualify for help with all or part of your hospital bill. The help is based on a sliding scale that considers your yearly income and family size.

How Can I Apply for Financial Assistance?

To get a free copy of the Financial Assistance Application or Financial Assistance Policy go to:
texashealth.org/Costs-and-Billing/Financial-Assistance

On this webpage, there is also a link to apply online through our MyChart portal.

You can also pick up free paper copies, request free copies by mail or receive help with the application in person at any Texas Health hospital in the admitting department, or by visiting the Central Business Office (by appointment only). Our Customer Service Department can assist you with scheduling an appointment or help with any questions about the Financial Assistance Policy or application process by calling 800.890.6034.

Paperwork

You are responsible for providing information about your health benefits, income, assets and any other paperwork that will help show you qualify. Paperwork might include bank statements, income tax forms, check stubs or other information.

Emergency and Medically Necessary Care

If you qualify for help with your bill, you will not be charged more for emergency or medically necessary care than amounts generally billed to people who have coverage for the same type of care. To determine amounts generally billed we use a look-back method (we compare the amount paid by covered patients and their coverage companies in the prior year).

Collection Activities

Bills that are not paid 130 days from date of discharge may be transferred to an outside collection agency. You or the guarantor can apply for help with your bill at any time during the collection process by contacting Customer Service at **800-890-6034**.

