

## Financial Assistance Program

Need help paying your bill? In an effort to meet the community's healthcare needs, financial assistance is available to patients/guarantors who have limited or no resources to pay for emergent or medically necessary services rendered at an Orlando Health facility.

### Applying for financial assistance

- You may apply for assistance before, during or after your hospital stay by visiting with Financial Counselors who are available at Orlando Health Business Office locations at each of our facilities
- Representatives from hospital and physician billing are available Monday – Friday, 8:30 am – 4:30 pm and can be reached by phone or by email ([FinancialAssistance@orlandohealth.com](mailto:FinancialAssistance@orlandohealth.com))

### Supporting documents

All required documentation is necessary to process your application. It may include but is not limited to the following:

- Guarantor Financial Statement Application (GFS) and if necessary, the most recent federal tax returns
- Patients can access the GFS in English, Spanish, French Creole and Portuguese free of charge at an Orlando Health Business Office location or on the Orlando Health website: [OrlandoHealth.com/FinancialHelp](http://OrlandoHealth.com/FinancialHelp)

### Qualifying for financial assistance

- Orlando Health will evaluate the patient's/guarantor's ability to pay and offer assistance to those who qualify
- Assistance will be determined by evaluating your annual household income and family size with respect to the Federal Poverty Level
- If determined eligible, emergent or medically necessary services will be provided free of charge.

For more information, contact:  
[FinancialAssistance@orlandohealth.com](mailto:FinancialAssistance@orlandohealth.com)

For patients who are provided services at Health Central Hospital, contact their Business Office directly at 407.296.1180 or visit [HealthCentral.org](http://HealthCentral.org).

**Your Healthcare Matters**

Orlando Health is dedicated to providing comprehensive, quality care and meeting the healthcare and financial needs of our patients.

Contact Orlando Health Patient Accounting (Hospital Billing) at **407.650.3800**, toll-free at **800.424.6998** or email [FinancialAssistance@OrlandoHealth.com](mailto:FinancialAssistance@OrlandoHealth.com) or the Professional Services Central Business Office (Physician Billing) at **321.841.3900**, toll-free at **800.305.8290**.

You may request an estimate of services by calling our toll free number at **844.318.4855**.

Office hours are Monday through Friday, 8:30 am to 4:30 pm.

## ORLANDO HEALTH®

1414 Kuhl Ave., MP15  
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[OrlandoHealth.com](http://OrlandoHealth.com)

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Patient Financial Resources

## ORLANDO HEALTH®

Orlando Health is pleased to offer secure and flexible payment options for our patients. Our goal is to make this process as simple and convenient as possible. We can **offer assistance before, during or after your stay with us.** There are multiple ways to pay your hospital and physician bills. Our programs include:

## Pay Today

Business Office representatives are available at all locations. We are happy to accept cash, check, and most major credit cards.

## Online Bill Pay

Online Bill Pay is an easy and secure way to view, print, download and pay your bills. For more information, visit [OrlandoHealth.com/BillPay](http://OrlandoHealth.com/BillPay).

## Quick Pay

Orlando Health Quick Pay is a simple and secure way to pay your hospital and physician bills online. Make a payment instantly using a credit card (Visa, MasterCard, Amex or Discover). *There is never a charge for making a payment, and your credit card account information is protected by our secure website.*

### Quick Pay steps

- Visit [OrlandoHealth.com/Billpay](http://OrlandoHealth.com/Billpay)
- Select Quick Pay, then Pay Here, and complete the necessary fields

- You will need the following information from the bill you are paying:
  - Location
  - Account or Invoice Number
  - Account Name
- Select Click-to-Pay and we will automatically process and post your payment

### Frequently asked questions

- **Can I see my bill using Quick Pay?**  
No, you cannot see your bill with Quick Pay. The security of your information is very important to us. To be able to view your bill, you will need to create a login at [OrlandoHealthBiz.com](http://OrlandoHealthBiz.com).
- **Can I pay my physician bills too?**  
Yes, if the physician is employed by Orlando Health.
- **Can I stop paper statements from coming in the mail?**  
Yes, when you sign into [OrlandoHealthBiz.com](http://OrlandoHealthBiz.com) you can choose if you would like your appointment reminders, letters or statements delivered electronically or by mail.
- **Is it safe to pay bills online using this service?**  
Yes, we are committed to protecting your personal information. Whenever you are viewing or paying bills, you are using a secure connection that fully protects your information. (For details about our privacy policy, click on Privacy link on the Quick Pay website.)

## Interest-Free Payment Plans

Need assistance with your healthcare bill? Orlando Health is pleased to provide you with the ClearBalance® patient-friendly payment option and automated monthly plans.

### ClearBalance®

Orlando Health is now offering an interest-free loan program called ClearBalance®, giving patients an affordable option to pay their out-of-pocket expenses over an extended period.

#### Low monthly payments

- Interest free
- No annual fees or prepayment penalties
- ClearBalance® doesn't impact your credit
- Making a payment is simple - 24 hours a day, seven days a week
- Pay by check, debit or credit card, via mail, phone or online at [MyClearBalance.com](http://MyClearBalance.com)

#### We make it simple

- Easy qualification and no written application
- We combine your bills into a single, easily understood, monthly statement
  - Keep the family's medical bills simple – it's easy to add balances owed by your spouse and dependents
    - Have a question about your statement? The ClearBalance® multilingual, patient-friendly, customer service team is here to serve you

We offer secure and flexible payment options



### Your Experience Matters

Orlando Health and ClearBalance® are committed to treating you with honesty, fairness and compassion. We make it easy for you to “clear your financial balance.”

### Automated monthly payments

Interested in an automated payment plan? We offer monthly payment arrangements for up to 24 months.

- 24 equal monthly payments, interest free
- Requires a minimum payment of \$25 or 1/24th of the balance, whichever is greater