

# FINANCIAL ASSISTANCE POLICY PLAIN LANGUAGE SUMMARY



## **Obtaining Assistance with Your Bill**

This information is for anyone who receives hospital services from Orlando Health and our affiliated hospitals. In an effort to meet the community's healthcare needs, financial assistance is available to Patients/Guarantors (person that is financially responsible) who have limited or no resources to pay for emergent or medically necessary services rendered at an Orlando Health facility.

Financial assistance applies to bills from Orlando Health and employed physicians. All Orlando Health employed physicians must follow Orlando Health's Financial Assistance Policy (FAP). Contracted, Community/Private providers are not required to participate in Orlando Health's financial assistance program. The FAP, Plain Language Summary, and Patient Financial Resources brochure are available in English, Spanish, French Creole and Portuguese.

## **How Do I Qualify for Financial Assistance?**

You can ask for help with your bill at any time before, during, or after your hospital stay. Financial assistance is based on information that considers your yearly income and family size. Based on current Federal Poverty Guidelines, you may qualify for free care by reviewing income, assets, and other resources. Federal Poverty Guidelines can be found at <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>

An FAP eligible Patient/Guarantor may not be charged more than the Amounts Generally Billed (AGB) for emergency or other medically necessary care.

## **How Can I Apply for Financial Assistance?**

To obtain a free copy of the FAP, Financial Assistance Application, and Plain Language Summary, go to <https://www.orlandohealth.com/patients-and-visitors/patient-financial-resources/pay-your-bill/financial-assistance>

You can apply for help with your bill by mail. You can obtain these documents at any Orlando Health Patient Access department and by mailing to, PO Box 560176, Orlando, FL 32856. You can reach us by phone (321) 841-2596 | (877) 793-0145, or by email [FinancialAssistance@orlandohealth.com](mailto:FinancialAssistance@orlandohealth.com).

## **Paperwork**

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

## **Collection Activities**

You are responsible for any bills until your application has been reviewed and approved for financial assistance. Bills that are not paid 240 days after the first billing date may be reported on the Patients/Guarantor credit history.

Contact us if you have any questions or concerns about billing or the collections process.