

Medical Financial Assistance Program at HonorHealth Hospitals and HonorHealth Medical Group Clinics

HonorHealth understands that at times you may not be able to pay your hospital and clinic bills in full. For that reason, we have established a Medical Financial Assistance program to provide discounts to those in need. Qualification is based on the federal poverty guidelines (FPG) which are updated annually and published at <https://aspe.hhs.gov/poverty-guidelines>.

HonorHealth offers Free Care, Discounted Care and discounts to the Medically Indigent. You will not be charged more than Amounts Generally Billed for emergency or other medically necessary services. (**Average Gross Billed** is the amount which would normally be paid by private health insurance and Medicare, had the services been billed to them.) In addition, you will never be required to make payments or payment arrangements in advance of receiving emergency services. However, for non-emergent services, where you qualify for financial assistance, we may ask for a deposit or payment arrangement based on an estimate of the amounts generally billed.

Free care is available to patients receiving medically necessary care whose annual income falls between 0% and 200% of the Federal Poverty Guidelines. A free copy of our financial assistance program and all forms are located on our website, or via mail by contacting us at the address below. See the financial assistance policy and application at <https://www.honorhealth.com/patients-visitors/financial-assistance-policy> or contact us at (480) 882-5207.

Discounted Care is available to patients receiving medically necessary care whose income falls between 201% and 400% of the poverty guidelines. Uninsured patients may attest to their income level; the attestation for discounted care is located at: <https://www.honorhealth.com/sites/default/files/2021-05/honorhealth-bfa-attestation-2021-english-revised.pdf>. Insured patients may qualify for discounted care by completing a financial assistance application at <https://www.honorhealth.com/patients-visitors/financial-assistance-policy>.

***Medically Indigent household:** Any patient qualifying as a member of a Medically Indigent Household is responsible for 16% of the patient liability (for insured patients this means amounts due by the patient after insurance adjudication is complete).

Income as a % of Poverty Guideline	Criteria for Plan		
		Financial Assistance Discount off Total Charges	Covered Services
0-200%	Free Care	100%	Medically Necessary Care
201-400%	Discounted Care	84%	Medically Necessary Care
>400%	Medically Indigent Households	*	Medically Necessary Care

General guidelines about the program:

1. We may ask you to apply for insurance through the Health Insurance Marketplace and/or public assistance before granting a discount or free care.
2. Initial application for financial assistance should be received within 240 days of discharge. We will make every effort to determine if you are eligible for assistance within 30 days of receipt of your application and supporting documentation.
3. The financial assistance discount does not apply where the patient secures a recovery on an injury claim, including but not limited to, situations where the Hospital has lien rights pursuant to A.R.S. Sections 33-931–33-934, meaning if there is a lien settlement hospital will collect lien funds.
4. Patients utilizing a self-pay package agreement will not qualify for any further discounts.
5. Financial assistance applies to the facility charges only. Discounts do not apply to third parties involved in a patient's care.

Examples of third parties include but are not limited to Emergency Room Physicians, Pathologists, Radiologists, and Anesthesiologists.

See attachment C for a list of Physicians on HonorHealth website.

Language translations of this summary, the Hospital's financial assistance policy (including information concerning billing and collections), and the application forms are available on the HonorHealth Hospital website and in the hospital's Admitting areas.

If you still have questions, please feel free to call your patient representative below and tell them you want more information regarding the medical financial assistance program.

Contact Us:

HonorHealth

Patient Financial Services Dept.

2500 W Utopia Rd, Suite 100

Phoenix, AZ 85027

Phone: (480) 882-5207

Fax: 623-434-6216

Reviewed 2-6-2023