

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 Medical Financial Assistance programs 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 Basic and Enhanced Financial Assistance programs. Under both programs, 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.

The **Basic Financial Assistance** program is available to uninsured patients and you will be charged amounts generally billed, as described above. The attestation for the basic financial assistance program is located at: <https://www.honorhealth.com/sites/default/files/2021-05/honorhealth-bfa-attestation-2021-english-revised.pdf>

The **Enhanced Financial Assistance** program is available to uninsured patients with emergency services whose annual income falls below 500% of the Federal Poverty Guidelines. A free copy of our financial assistance program and all forms are located on our website, or you can contact us for one as well. See the financial assistance policy and application at <https://www.honorhealth.com/patients-visitors/financial-assistance-policy> or contact us at (480) 882-5207.

HonorHealth also offers a Catastrophic Discount: This discount limits out-of-pocket costs over a 12-month period for medically necessary services when it exceeds 15% of your family's gross income. Available to uninsured and insured patients for all medically necessary services.

Income as a % of Poverty Guideline	Criteria for Plan		
	Financial Assistance Plan	Financial Assistance Discount off Total Charges	Covered Services
0-200%	Enhanced Financial Assistance Policy	100%	Emergency Services
0-200%	Basic Financial Assistance Policy	84%	All Non-emergent medically necessary services
201-500%	Basic Financial Assistance Policy	84%	All medically necessary services

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. 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 A 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

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