

# Financial Assistance

## Getting Help to Pay Your Bill

This information is for anyone who receives services from an AdventHealth facility or an affiliated health care provider. You can view a list of AdventHealth facilities at [www.adventhealth.com](http://www.adventhealth.com). As a faith-based hospital system, we provide medical care to all patients, including those who have difficulty paying for services due to limited income. You can ask for help with your bill at any time during your hospital stay or billing process.

### Qualifying for Help

If you receive emergency or medically necessary services and do not have medical coverage from a commercial insurer or governmental program, you may qualify for financial assistance. The amount of assistance depends on your annual income and family size. If your annual income is equal to or less than 200% (250% for Colorado and Illinois Residents) of the current Federal Poverty Guidelines you will not have to pay your bill.

2024 Federal Poverty Guidelines		
Household Size	200% of Poverty	250% of Poverty
1	\$30,120	\$37,650
2	\$40,880	\$51,100
For each additional person in the household, add \$5,380		

If your income does not meet the guidelines to have your entire bill paid, you may still qualify for help paying part of your bill. You may also qualify based on other factors in your application.

### Applying for Help

You can apply for help with your bill in person, by mail or over the phone. To receive an application, call our Customer Service department, visit our website or go to the patient registration area at our hospital. Our phone number, website and address are located on the financial assistance section of our website and on the first page of this document when printed. This information is also available in other languages on our website or at the patient registration area.

### Emergency and Medically-Necessary Care

If you qualify for help with your bill, you will not be billed more for emergency or medically-necessary care than people who have insurance coverage are billed. We compare the amount paid by insured patients and their insurance companies to determine how much you owe. You can view our charity policy on our website.

### Supporting Documents

If you want to take part in our financial assistance program, you will be responsible for providing information and paperwork in a timely way. You will need to share all of the information about your health benefits, income, assets, and anything else that will help us determine whether you qualify for assistance. Paperwork might include bank statements, income tax forms and check stubs.

### Collection Activities

Bills that are not paid 100 days after the first billing date may be reported to a collection agency. Bills that are not paid 120 days after the first billing date may be reported on your or your guarantor's credit history. You or the guarantor can apply for help with your bill at any time during the collection process by completing an appl

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