

<b>University of Pennsylvania Health System</b> <b>Health Services Policy and Procedure</b>	<b>Effective: 4/6/2017</b> <b>Page: 1 of 2</b>
<b>Subject:</b> <b>Financial Assistance Policy – Plain Language Summary</b>	<b>Number: 03-11</b>

## Application Overview

Penn Medicine offers financial assistance for its medical care to eligible individuals and their families. Penn Medicine includes the University of Pennsylvania Health System, the Hospital of the University of Pennsylvania, Penn Presbyterian Medical Center, Pennsylvania Hospital, The Chester County Hospital, Neighborhood Health Agencies, Inc., Clinical Care Associates, the Clinical Practices of the University of Pennsylvania Health System, Penn Care at Home, Penn Home Infusion Therapy, Wissahickon Hospice, and Penn Center for Rehabilitation and Care. For a complete list of UPHS providers, go to: <https://pennteamcare.org/providers>. Please note that providers on this site who are identified as NOT employed by Penn Medicine are not subject to this policy.

Financial assistance does not take the place of an insurance policy. Based on your financial need, either reduced payments or free care may be available. Individuals cannot be charged more than the amount generally billed to patients with insurance coverage for emergency or other medically necessary care. Penn Medicine is committed to caring for all patients equitably, with dignity, respect and compassion without regard to age, race, color, national origin, religious creed, sex, physical or mental disability, veteran status, marital status or sexual preference.

### You may be eligible for financial assistance if you:

- Have limited or no health insurance and have no other source to pay Penn Medicine's bill (for example, workers' compensation insurance, third party liability, or automobile insurance).
- Are not eligible for government assistance (for example, Medicare or Medical Assistance). You must apply for Medical Assistance to qualify for financial assistance.
- Can show you have financial need. Generally, you will be eligible for free care if your family's income is below 300% of the Federal Poverty Guidelines. If your family's income is over that limit, you may be eligible for a partial discount, based on your family's income and a full assessment of your situation.
- Live within 50 miles of any Penn Medicine provider.
- Provide Penn Medicine with necessary information about your family's finances.

## About the Application Process

The process for applying for Penn Medicine financial assistance includes these steps:

- Complete the Penn Medicine Financial Assistance Application form.
  - Include the supporting documents listed in the checklist. If your application is incomplete, it will not be considered, but you will be notified and given a chance to send the missing information. We look at your family's income and size to determine the level of assistance available to you.
- We will contact you, usually within 5 business days, to tell you whether you are eligible for Penn Medicine financial assistance.
- We can help you arrange a payment plan for any remaining charges or bills that are not covered by Penn Medicine financial assistance.

### Disclaimer

Any printed copy of this policy is only as current as of the date it was printed; it may not reflect subsequent revisions. Refer to the online version for the most current policy.

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- A payment plan will consider your financial situations to set payments that you can manage.

### **What additional languages are available?**

Translation to Spanish and Vietnamese for this entire document is currently available online at <https://www.pennmedicine.org/for-patients-and-visitors/patient-information/privacy-and-health-care-policies/financial-assistance> . Any other translations can be made available upon request within 30 days.

### **Filing Your Application**

An application must be submitted within 1 year after your treatment. Applications are available at any UPHS location upon request or by calling 1-877-433-5299. Please follow the link to find a location near you: <https://www.pennmedicine.org/for-patients-and-visitors/penn-medicine-locations> . You may also request free copy of Penn Medicine's full financial assistance policy and a financial assistance application by writing to Penn Medicine, Attn: Financial Assistance, 1500 Market Street, UM 600, Philadelphia, PA 19102 or by visiting Monday through Friday, between the hours of 9:00 AM and 3:00 PM. Applications can also be found online using the following link: <https://www.pennmedicine.org/for-patients-and-visitors/patient-information/insurance-and-billing/billing-and-financial-assistance>.

If you have any questions, assistance is available. Please call toll-free. 1-877-433-5299 or go to <https://www.pennmedicine.org/for-patients-and-visitors/penn-medicine-locations> to find a UPHS location that can assist you.

Additional information is also available on the web at:

<https://www.pennmedicine.org/for-patients-and-visitors/patient-information/insurance-and-billing/billing-and-financial-assistance>.

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