

Financial Assistance Summary

As part of its mission and commitment to the community, Baylor Scott & White Health (BSWH) affiliated hospitals provide financial assistance to patients who qualify for assistance pursuant to BSWH's Financial Assistance Policy (FAP).

Eligibility Requirements:

All patients are eligible to apply for financial assistance, including those with insurance. Established discount guidelines are utilized to determine what amount, if any, will qualify for financial assistance.

- Generally, patients with family income at or below 200% of the Federal Poverty Guidelines (FPG) will receive a 100% discount.
- Patients with family incomes ranging from greater than 200% up to 500% of FPG, with BSWH medical bills equal to or greater than 5% of their yearly income are eligible to pay a discounted amount that is the lesser of the patient's account balance or 10% of gross charges.
- When a patient's circumstances do not satisfy the requirements under the established discount guidelines, a patient may still be able to obtain financial assistance. In these situations, BSWH representatives will review all available information and make a determination on the patient's eligibility for financial assistance. The patient's situation will be evaluated according to relevant circumstances, such as income, assets or other resources available to the patient or patient's family and the outstanding balance.

Charges for Emergency or Medically Necessary Care:

No patient who qualifies for Financial Assistance will be charged more for emergency or other medically necessary care than amounts generally billed to patients having insurance.

How to Apply for Financial Assistance:

Free copies of the FAP and the FAP application and assistance with answering questions and completing the application can be obtained through any of these sources:

- **In Person:** Hospital Admission Office
- **Phone:** 1.877.516.0911, Option 1
- **Online:** <http://www.baylorcmc.com/helpinghands>
- **Mail:** Baylor Emergency Medical Centers
Central Billing Office
Attn: Customer Service Department
8686 New Trails Drive, Suite #100
The Woodlands, TX 77381

Additionally, BSWH can initiate an assistance application on behalf of the patient. There is no assurance that the patient will qualify for financial assistance. English, Spanish and certain other language versions of this communication, the FAP and the FAP application are available upon request.

