

## **Presbyterian Healthcare Services Financial Aid for Patients**

As part of our charitable mission, Presbyterian offers help and advice to our patients who are unable to afford their medical bills.

### **Who qualifies for a discount?**

Financial aid may be offered to patients who meet the following criteria:

- Have limited income;
- Have no insurance or not enough coverage;
- Do not qualify for government help in paying for services; or
- Cannot pay for their care.

Financial aid is decided based on each person's need and situation.

### **What discounts are available?**

Patients eligible for financial aid receive discounts off of these charges. The amount of the discount is based on family size and annual income. Patients who are eligible for financial assistance will not be charged more than amounts generally billed for emergency or other medically necessary care.

### **What services are covered?**

Financial aid covers all emergency and needed medical care that is provided by Presbyterian hospitals and by physicians employed by Presbyterian. This includes hospital and outpatient services, home health care, and office visits, to name a few. Services by physicians and others who work in our hospitals but who are not employed by Presbyterian generally are not eligible for financial aid.

### **How do I apply for financial aid?**

To get financial aid, you must fill out an application. Presbyterian can give you the form to complete. You must also provide certain documents identified in the application. We will review your application and decide if you qualify for financial aid. If you already receive financial help from the state, Presbyterian may be able to give you financial aid for your medical costs without going through this application process.

### **How do I obtain more information or help with the application process?**

You can get help with financial aid in any of the following ways:

- Go online to [www.phs.org](http://www.phs.org);
- Call a customer service representative at Presbyterian's Customer Care Center at (505) 923-6600;
- Contact a financial counselor at a Presbyterian hospital. (The hospitals are listed in the financial aid policy.)

A copy of our financial aid policy and the application can be mailed to you at no cost. Ask a Presbyterian customer service representative to send you one.

### **In what languages is financial assistance information available?**

We have the policy, application and this information in English and Spanish.

### **Will my financial information remain confidential?**

All information that you give to Presbyterian is confidential. We only use it for care and billing purposes.