

(Plain Language Summary)

UF Health Gainesville

Financial Assistance Program

UF Health Gainesville provides emergency (as defined by the Emergency Medical Treatment and Labor Act EMTALA), urgent and other medically necessary healthcare services to individuals without discrimination and regardless of their ability to pay. Patients who are unable to pay for their healthcare services may qualify for financial assistance based upon their income. Patients who have a family adjusted income less than 200% of current federal poverty guidelines may be eligible for a discount up to 100%.

Uninsured patients who are not eligible for financial assistance under this policy may be eligible for a self-pay discount of 45% off gross charges. Any self-pay or financial assistance discount applied will be reversed if insurance, TPL, a settlement and/or other miscellaneous source is identified.

Customer Service Representatives are available to provide assistance at (352) 265-7906 option 2 or by email at ptreldept@shands.ufl.edu.

Applications may be obtained at:

- <https://ufhealth.org/financial-assistance#policies>
- **Calling (352) 265-7906 option 2**
- **E-mailing ptreldept@shands.ufl.edu.**

- **Visiting, in person, one of the following locations:**
 - **UF Health Shands Admissions Department**
1600 SW Archer Rd Room 1331, or 1335-1
Gainesville, FL 32608
 - **Patient Financial Services**
3300 SW Williston Rd.
Gainesville, FL 32608
 - **Health Shands Cancer Hospital**
Admissions Department, Room 1319
1515 SW Archer Road
Gainesville, FL 32608
 - **UF Health Heart & Vascular and Neuromedicine Hospitals**
Cashier's Office, Room 1522
1505 SW Archer Road
Gainesville, FL 32608
 - **UF Health Shands at Vista**
Admissions Department, Room 1105.5
4101 NW 89th Boulevard
Gainesville, FL 32606

• COMPLETED APPLICATIONS AND COPIES OF SUPPORTING DOCUMENTATION MAY BE RETURNED IN PERSON, BY EMAIL, BY MAIL, OR BY FAX

- In Person:

UF Health Shands Admissions Department
1600 SW Archer Rd Room 1331, or 1335-1
Gainesville, Fl 32608

Patient Financial Services
3300 SW Williston Rd.
Gainesville, Fl 32608

- By Email: PTRELDEPT@shands.ufl.edu
- By Fax: 352-627-4648
- By Mail:

UF Health Financial Assistance
PO BOX 100334
Gainesville, Fl 32605

Patients eligible for financial assistance will not be charged more for healthcare services than the Amounts Generally Billed (AGB) to patients having Medicare insurance.

Financial assistance applications and information are available in English, Spanish, and Mandarin.