

October 2014

The following information relates to UF Health Shands Hospital financial assistance policies for uninsured patients.

Financial Assistance Procedure:

- A. Uninsured and under insured patients will be provided with financial counseling, including assistance applying for local, state and federal health care programs such as Medicare and Medicaid.
- B. It is the policy of Shands HealthCare to evaluate all uninsured patient's ability to pay and offer financial assistance to those individuals who qualify.

Qualifying for financial assistance under UF Health Shands Hospitals' procedures involves the following:

- 1. Requests for Financial Assistance may be made only after the provision of care. Requests made before the provision of care would be limited to large hospitalizations, expensive ongoing care where screening for other programs would occur, or if the physician specifically requests an application on behalf of their patient.
- 2. The financial statement application is reviewed for completeness. Supporting documentation may be requested from the Guarantor.
- 3. If the validated financial statement application and supporting documentation reflects an income at or below 200% of the most current Federal Poverty Level (FPL) for the stated family size, the account will be qualified for financial assistance (charity) in its entirety.
- 4. Financial Assistance will not be granted for certain procedures and hospital programs where preferential package or elective pricing have already been taken into consideration. Programs where Financial Assistance may not be granted include but are not limited to elective premium services such as Cosmetic Surgery, Invitro-Fertilization program, Transplant program, I-Lasik and the Florida Recovery Center program.
- 5. Financial Assistance may not be granted to individuals who are likely to be eligible for other third party coverage but have refused to apply. A reasonableness determination will be made based on the individual situation and the total outstanding balance to the organization.
- 6. Financial assistance may not be granted to individuals who have large savings account balances, investment portfolios, lines of credit or other high value assets.
- 7. Financial Assistance may not be granted to guarantors with residence and/or insurance provider domiciled outside of the United States without the approval of the VP Revenue Cycle, UF Health or the Chief Executive Officer, UF Physicians.
- 8. All rules, regulations and laws pertaining to Financial Assistance will be followed.

Should you have questions regarding this information, please contact: 352-265-0355 or 1-800-342-5364