

UPMC dedicated \$346 million in 2014 to support patients who needed charity care or other financial assistance, a \$78 million increase over the previous year.

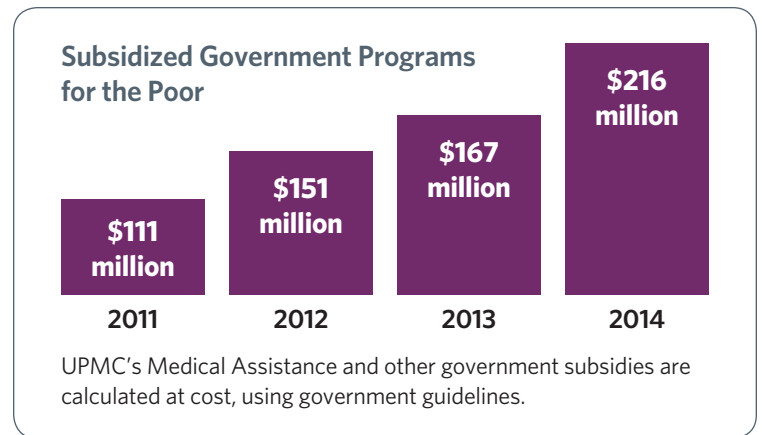
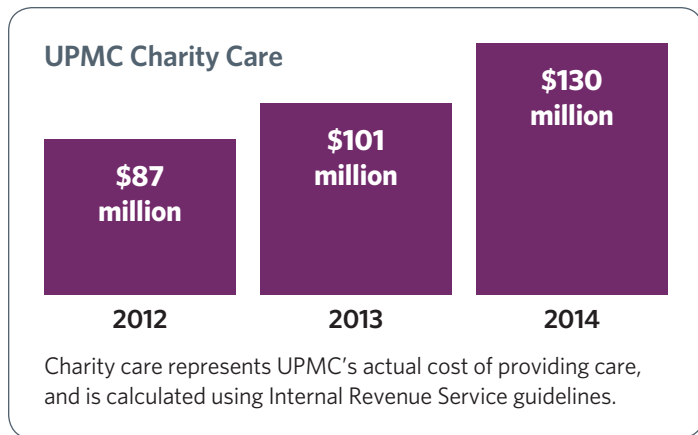
UPMC provides outstanding care, regardless of an individual's ability to pay for services.

<p style="text-align: center;">Charity Care \$130 million</p> <p>Thousands of UPMC patients who are uninsured or underinsured qualify for financial assistance, where UPMC partially or completely waives payment for medical services.</p>	+	<p style="text-align: center;">Subsidized Government Programs for the Poor \$216 million</p> <p>In many cases, government programs, such as Pennsylvania's Medical Assistance, do not pay UPMC for the full cost of care. When this occurs, UPMC makes up the difference — underwriting the costs that Medicaid doesn't cover.</p>	=	<p style="text-align: center;">Charity Care and Subsidized Government Programs for the Poor \$346 million</p> <p>UPMC provided more charity care and Medical Assistance subsidies than any other hospital in western Pennsylvania.</p>
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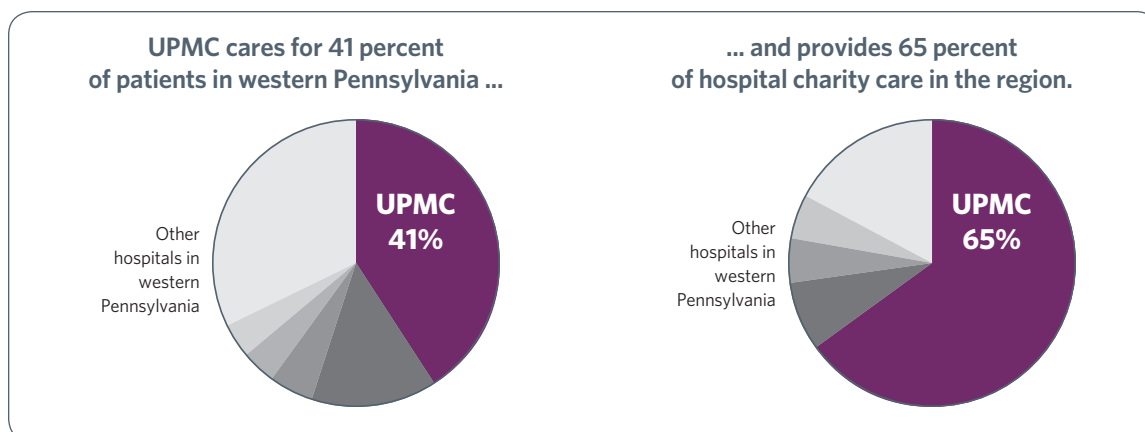
UPMC calculates and reports its charity care costs each year, according to Internal Revenue Service guidelines. The reported amounts are UPMC's actual costs, not the price or charges that would have been billed for the care.

UPMC delivered more than \$130 million in charity care in 2014, nearly a 30 percent increase over the previous year.

UPMC's Medical Assistance and other government subsidies nearly doubled over the past three years, to \$216 million in 2014.



UPMC contributed 65 percent of all of the charity care that was provided in western Pennsylvania, far exceeding UPMC's 41 percent share of hospital patients.



Source: Most recently available data from IRS form 990 and Pennsylvania Health Care Cost Containment Council for hospitals in western Pennsylvania's 29-county region, based on current hospital configurations.

Weaving the Safety Net

UPMC has a long history of offering generous financial assistance to families in need with incomes up to four times the federal poverty level — that’s \$95,400 for a family of four in 2014.

A Consumer-Friendly Approach — The UPMC Patient Financial Services Center helps patients find financial support to cover the cost of their care. Over the past year, UPMC expanded the number of referral points throughout the system, enhanced counseling capabilities, and added helpful, consumer-friendly tools. For one-on-one service, counselors are available in person, by phone, and now through online chat at MyUPMC.com.

With insurance options becoming more complex, UPMC also added capabilities in 2014 to link individuals to Certified Application Counselors, who can help them understand, choose, and enroll in products offered on the Health Insurance Exchange.

More than 64,000 community members accessed UPMC’s financial assistance program in 2014 — nearly a 25 percent increase over 2013.



UPMC provides more care to the region’s poor and underserved than any other health care institution. It also delivers a disproportionate share of care to Allegheny County’s most vulnerable.

UPMC’s Share of Hospital Care (Allegheny County) Fiscal Year 2014

All patients	61%
Vulnerable Neighborhoods¹	
Low-income communities	79%
Communities with high unemployment rates	73%
Low-Reimbursement Patients	
Medicaid	73%
Traditionally Underserved Health Care Needs	
Pediatric care for low-income families	88%
Medicaid obstetrics	74%
Drug and alcohol	74%

UPMC provides more than three-fourths of inpatient care for residents of the 10 poorest neighborhoods in Allegheny County.

Nearly 90 percent of children from low-income families are cared for by UPMC.

Three out of four women with insurance through Pennsylvania’s Medical Assistance program delivered their babies at UPMC hospitals.

Source: PHC4; based on medical and surgical discharges (excluding normal newborns)
¹ Communities defined using top 10 ZIP codes for each characteristic based on U.S. Census

More than one-third of UPMC’s physician practices, primary care outpatient clinics, and family support centers are located in areas where more than 10 percent of residents live in poverty.

Contact Us: If you are unable to pay for health care services, call the UPMC Financial Assistance Program at 1-800-371-8359.