PLAIN LANGUAGE SUMMARY
OF FINANCIAL ASSISTANCE POLICY

Overview

UPMC is committed to offering financial assistance to people who need emergency and other medically necessary care and are not able to pay for this care. You may be able to get financial assistance if you are not insured or underinsured and meet the eligibility requirements. You may also be able to receive financial assistance if paying your out-of-pocket expenses is seen as a financial hardship for you. UPMC strives to make sure that the financial capacity of people who need health care services does not stop them from seeking or getting care. This is a summary of the UPMC Financial Assistance Policy (FAP).

Availability of Financial Assistance

You may be able to get financial assistance if you do not have insurance, are underinsured, or if it would be a financial hardship to pay in full the expected out of pocket expenses for the emergency and other medically necessary care you received at UPMC. Please note that there are certain service exclusions that are not typically eligible for financial assistance, including, but not limited to transplants, cosmetic services, and other services.

Eligibility Requirements

Financial assistance is generally determined based upon need which is decided by a review of household income based on the *Federal Poverty Level (FPL)* and the amount of patient responsibility. If you and/or the responsible party's income combined is at or below 200% of the federal poverty guidelines, you will have no financial responsibility for the care given by UPMC. If you fall between 200 and 400%, you may get discounted rates for the care given by the provider. No person eligible for financial assistance under the FAP will be charged more for emergency or other medically necessary care than amounts generally billed to individuals who have insurance covering such care. If you already qualify for certain types of governmental aid we may, in certain cases, presume you are eligible for financial assistance. If you have sufficient insurance coverage or are determined to have enough income available to pay for your care, you may not be eligible for financial assistance. Please read the full policy for a complete explanation and details.

Where to Find Information

There are many ways to find information about the FAP application process, or get copies of the FAP or FAP application form. To apply for financial assistance, you may:

- Download the information online at **UPMC.com/PayMyBill** and select "Learn more about our financial services."

- Request the information or assistance in writing by mail or by visiting the Patient Financial Services Center at UPMC Quantum 1 Building, 2 Hot Metal Street, Pittsburgh, PA 15203
- Request the information or assistance by calling **1-800-371-8359**, option #2.

Availability of Translations
The Financial Assistance policy, application form, and the plain language summary can be offered in English, Spanish, Arabic, French, Italian, Nepali, Russian, Chinese, Large Print, and Braille. UPMC may give you translation aids; translation guides, or provides assistance through use of qualified bilingual interpreter by request. For information about UPMC's Financial Assistance Program and translation services, please call for a representative at **1-800-371-8359**, option #2.

How to Apply
The application process involves filling out the financial assistance form and submitting the form along with the supporting documents to UPMC for processing. You may also apply in person by visiting the Patient Financial Services Center at the address listed below. Financial assistance applications should be sent to the following office:

Patient Financial Services Center
UPMC
Quantum 1 Building
2 Hot Metal Street
Pittsburgh, PA 15203

Patients of Kane Community Hospital and
UPMC Jameson can mail application materials
to the appropriate address below:

Kane Community Hospital
4372 Route 6
Kane, PA 16735

UPMC Jameson
Attention: Billing Office
1211 Wilmington Rd.
New Castle, PA 16105