

Financial Assistance Policy Summary

Financial Assistance Program

Children's Health System of Texas (Children's Health) recognizes that children in the community require medically necessary health care services. However, some children in the community may be uninsured, underinsured, do not qualify for government health programs or unable to pay for health care services. To help children receive care, Children's Health provides financial support for medically necessary services to patients and families with or without insurance who meet the eligibility requirements.

Who is Eligible?

Patients under the age of 26 who are present in the United States without a permanent residence in another country or the guarantor (i.e., person responsible for payment for services) for such patient and who meet the Family Income requirements set forth in the Financial Assistance Policy.

How much support can I get?

Discount rates differ according to your patient Family Income. Please see below:

- Patients with a family income between 301 and 400% of FPG will receive a 70% discount.
- Patients with a family income between 201 and 300% of FPG will receive an 85% discount.
- Patients with a family income up to 200% of FPG will receive a 100% discount.
- An Eligible Applicant with a Self-pay Balance over the past 12 months exceeding 10% of the Eligible Applicant's Family Income, who has exhausted all third-party payment sources, whose Family Income exceeds 400% of the FPG, and who is unable to pay the Self-pay Balance is eligible for a write-off of 85% of the Self-pay Balance if the Family Income is greater than 400% but less than 500% of FPG and 70% of the Self-pay Balance if the Family Income is in excess of 500%.

A person who is eligible for financial support will not be charged more than the amounts generally billed (AGB) to individuals with insurance for emergency or other medically necessary care.

How do I Apply?

You may apply for financial support by filling out a Financial Assistance Application in person or by phone. Mail your application with the supporting documents listed on the application to one of the addresses below. Financial Counselors may also help you with the application. You can find our Financial Counselors in the Admitting Departments at both our Dallas and Plano locations (see below for address, business hours, and phone numbers).

More Information?

Children's Health's Financial Assistance Policy gives detailed information about:

- How to apply for financial support.
- Who is eligible to get financial support.
- What types of support are available if you have health insurance.
- What types of support are available if you do not have health insurance.

Please contact us for copies of our Policy, our Financial Assistance Policy Summary, and a Financial Assistance Application.

- o **Children's Medical Center Dallas**

1935 Medical District Drive
Dallas, TX 75235

- Business hours and phone number for this location: Monday - Friday, 7:00am to 5:00pm, 214-456-8640

- o **Children's Medical Center Plano**

7601 Preston Road
Plano, TX 75024

- Business hours and phone number for this location: Monday - Friday, 7:00am to 5:00pm, 469-303-2191

- Online: <https://www.childrens.com/patient-families/billing-and-insurance/financial-assistance-and-support>