FINANCIAL ASSISTANCE POLICY
PLAIN LANGUAGE SUMMARY

BAPTIST HEALTH™

Obtaining Assistance with Your Bill

This information is for anyone who receives hospital services from Baptist Health and our affiliated hospitals. In an effort to meet the community's healthcare needs, financial assistance is available to Patients/Guarantors (person that is financially responsible) who have limited or no resources to pay for emergent or medically necessary services rendered at a Baptist Health facility.

Financial assistance applies to bills from Baptist Health and employed physicians. All Baptist Health employed physicians must follow Baptist Health's Financial Assistance Policy (FAP).Contracted, Community/Private providers are not required to participate in Baptist Health's financial assistance program. The FAP, Plain Language Summary, and Patient Financial Assistance Application are available in English and Spanish.

How Do I Qualify for Financial Assistance?

You may be eligible for financial assistance under the terms and conditions the hospital offers to qualified patients. For additional information, contact the hospital financial assistance representative. You can ask for help with your bill at any time before, during, or after your hospital stay. Financial assistance is based on information that considers your yearly income and family size. Based on current Federal Poverty Guidelines, you may qualify for free care by reviewing income, assets, and other resources. Federal Poverty Guidelines can be found at https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines

An FAP eligible Patient/Guarantor may not be charged more than the Amounts Generally Billed (AGB) for emergency or other medically necessary care.

How Can I Apply for Financial Assistance?

To obtain a free copy of the FAP, Financial Assistance Application, and Plain Language Summary, go to https://www.baptisthealthal.com/patient-financial-resources/billing-insurance-questions

You can apply for help with your bill by mail. You can obtain these documents at any Baptist Health Patient Access department, and by mailing Baptist Health Consolidated Business Office, 833 Princeton Ave SW, Suite 300, Birmingham, AL 35211. You can reach us by phone (205) 592-1216 | (800) 443-1039, Monday-Friday 8am to 4:30pm (CT).

Paperwork

You are responsible for providing timely information about your health benefits, income, assets, and any other paperwork that will help to see if you qualify. Paperwork might be bank statements, income tax forms, check stubs, or other documents.

Collection Activities

You are responsible for any bills until your application has been reviewed and approved for financial assistance. Bills that are not paid 240 days after the first billing date may be reported on the Patients/Guarantor credit history.

Contact us if you have any questions or concerns about billing or the collections process.