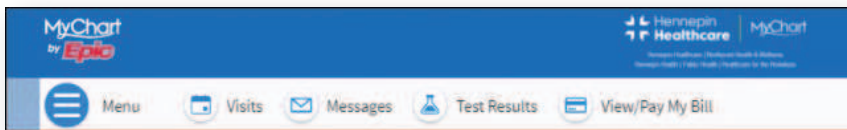


Requesting Financial Assistance via MyChart

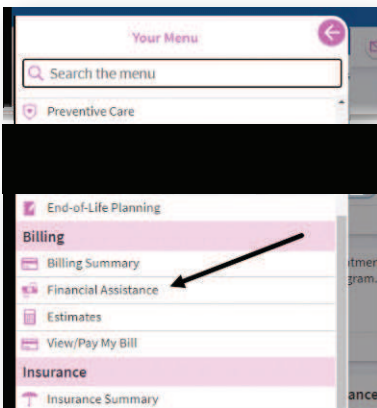
Log into or sign up for your MyChart account
<https://www.hennepinhealthcare.org/mychart/>

It's easy to request financial aid by following these simple steps:

1. Click the Menu button



2. Scroll down to the Billing section



3. Click on Financial Assistance

Financial Assistance

Personal Info | **Income** | Assets | Upload | Review

How large is your household?
Include all the people who are in your household and for whom you are financially responsible. This may include yourself, your spouse, your children, or other people you typically claim as a dependent on your taxes.

Your household's income
Include any income earned by any member of your household, not just yourself or the patients whose bills you're requesting assistance for. Enter each income as the pre-tax dollar amount.

Source of income: How often are you paid?: Hourly Weekly Biweekly Monthly Annually Income amount (in USD):

4. Enter the size of your household and your income

(Please note: If your income is \$0, do not choose the "hourly" option)

Select income...
Employment (Full-Time)
Rental Income
Alimony
SSI
RSDI
Cash Jobs
Pension
Self Employed/1099
No Income
Employment (Part-Time)
Social Security
Child Support

How large is your household?
Include all the people who are in your household and for whom you are financially responsible. This may include yourself, your spouse, your children, or other people you typically claim as a dependent on your taxes.

Your household's income
Include any income earned by any member of your household, not just yourself or the patients whose bills you're requesting assistance for. Enter each income as the pre-tax dollar amount.

Source of income: How often are you paid?: Hourly Weekly Biweekly Monthly Annually Income amount (in USD):

Financial Assistance

Personal Info | Income | **Assets** | Upload | Review

Your household's assets
Include any assets your household has. If you do not know the exact value of an asset, provide your best guess.

Type of asset: Value of asset (in USD):

Proof of asset documents
Add any proof of asset documents for yourself and others in your household. A financial counselor will review these documents as part of your request.

Document types: Bank Statement, Cash Statement, Federal Tax Returns, Life Insurance, Pay Stubs, Pensions, Proof of Income

Related Links

Annual Summary

Income	\$0.00
Employment (Full-Time)	\$0.00

Requesting Financial Assistance via MyChart

5. Enter your assets

The screenshot shows the 'Financial Assistance' application interface. At the top, there is a progress bar with five steps: Personal Info, Income, Assets, Upload, and Review. The 'Assets' step is currently active. Below the progress bar, there is a section titled 'Your household's assets' with a sub-instruction: 'Include any assets your household has. If you do not know the exact value of an asset, provide your best guess.' A form field for 'Type of asset' is open, showing a dropdown menu with options: Select asset..., Bank Account, Vehicles, Land Holdings, Retirement Account, Trusts, Cash/Gift Cards, SSI Direct Deposit Card, and Stocks/Bonds. A 'Value of asset (in USD)' field is also present. An 'Add asset' button is located to the right of the form. On the right side of the screen, there is a 'Related Links' section with 'Contact customer service' and an 'Annual Summary' table showing 'Income' at \$0.00 and 'Employment (Full-Time)' at \$0.00. At the bottom, there are 'Back', 'Next', and 'Cancel' buttons.

6. You can upload documents for proof of assets or immigration status but they are not required, a Financial Counselor will request them if they are needed

This screenshot shows the 'Proof of asset documents' upload screen. It asks 'What type of document is this?' and provides several options: Bank Statement, Cash Statement, Federal Tax Returns, Life Insurance, Pension, and Proof of Income. A 'Bank Statement' option is highlighted. To the right, there is an 'Add another document' section with a list of document types: Bank Statement, Cash Statement, Federal Tax Returns, Life Insurance, Pay Stub, Pension, and Proof of Income. At the bottom, there are 'Back', 'Next', and 'Cancel' buttons.

This screenshot shows two sections for document uploads. The top section is 'Proof of Residency documents' with the instruction: 'Add any proof of residency documents for yourself and others in your household. A financial counselor will review these documents as part of your request.' It features an 'Add a document' button and a 'Document type: Immigration Documents' dropdown. The bottom section is 'Other documents' with the instruction: 'Add any other documents for yourself and others in your household. A financial counselor will review these documents as part of your request.' It also features an 'Add a document' button and a 'Document types: Financial Assistance Application, Previous Medicaid Application Documentation, Proof of Current Coverage' dropdown. At the bottom, there are 'Back', 'Next', and 'Cancel' buttons.

7. Review Financial Request Summary

This screenshot shows the 'Does this look right?' review screen. It displays the 'Financial Request Summary' for 'Honey Mychart', requested on 4/8/2021. The summary includes 'Request Details' for 'People in household: 2', 'Income' (Employment (Full-Time)) at \$0.00, and 'Assets' listed as 'Not entered'. There is an 'Uploaded Documents' section showing a 'Bank Statement'. Below the summary, there is a text area for 'Anything else we should know?' with the instruction: 'You may use this space to tell us about any other details relevant to your application.' At the bottom, there are 'Back', 'Submit', and 'Cancel' buttons.

8. Submit application

This screenshot shows the 'Financial Assistance' submission confirmation screen. It features a checkmark icon and the text: 'Your application has been submitted. One of our financial counselors will contact you if we need any additional information. You may print this page for your records.' Below this, it displays the 'Financial Request Summary' for 'Honey Mychart' (Case #3370933), requested on 4/8/2021. The summary includes 'Request Details' for 'People in household: 2', 'Income' (Employment (Full-Time)) at \$0.00, and 'Assets' listed as 'Not entered'. There is an 'Uploaded Documents' section showing a 'Bank Statement'. At the bottom, there is a 'Back to the home page' button.