

## **Hennepin Healthcare System, Inc.**

### **Financial Assistance Policy Plain Language Summary**

Hennepin Healthcare System, Inc.'s (HHS) is committed to giving all our patients the highest level of care, regardless of their ability to pay.

Please tell us if you cannot pay your bill in full – we can help. Our financial counselor can help you fill out applications for various community and government-sponsored programs for financial assistance, as well as describe our financial assistance policy and payment plan options.

Patients who have little or no medical insurance and receive treatment at HHS may be eligible for financial assistance under HHS's financial assistance policy. Financial hardship is evaluated on a case-by-case basis. Cosmetic, elective, experimental, and transplant services may not be eligible for a financial assistance discount. Services not billed by HHS are not eligible for this program.

### **Who is eligible for financial assistance and what are the requirements?**

The financial assistance program helps low-income, uninsured, or underinsured patients who need help paying for all or part of their medical care. Qualification for financial assistance is based on adjusted gross income of the patient (or patient's household if filing taxes jointly) compared to Federal Poverty Guidelines. For emergency or other medically necessary care, an eligible individual may not be charged more than amounts generally billed to individuals with insurance. The HHS Financial assistance policy is available at [www.hennepinhealthcare.org](http://www.hennepinhealthcare.org).

### **How to Apply?**

Patients requesting financial assistance for their medical care fill out an application to apply and must meet the eligibility requirements to qualify. Patients will need to answer questions including family size, employment, income, assets, banking, and current insurance coverage and may need to submit supporting documentation.

- For help or questions about the financial assistance policy, or how to apply, please call 1-877-570-5841, or access the website [assistance.changehealthcare.com](http://assistance.changehealthcare.com).
- Consult with a financial counselor located at the following HHS locations:

**HHS CSC Building**— 715 South 8th Street, 1<sup>st</sup> floor, Minneapolis, Minnesota,  
1-866-421-7810

**Whittier Clinic** –2810 Nicollet Ave, Minneapolis, MN. 1-866-421-7810

**Brooklyn Park Clinic** –7650 Zane Avenue North, Brooklyn Park, MN. 1-866-421-7810

For further assistance you may also visit:

<https://www.hennepinhealthcare.org/billing/financial-help>

