

Financial Assistance Program

It is Nemours Children's Health policy to provide care, either at a reduced rate or no charge, to patients who qualify for participation in the financial assistance program. The full policy and guidelines for eligibility can be referenced at: Nemours.org.

Once a year, we approve and distribute the guidelines for eligibility for assistance, which are based upon income level and other circumstances.

What You Need to Know

- Financial Advocates are available to assist and provide resources to families.
- All applicants for financial assistance are required to apply for all applicable state and/or federally supported assistance programs first.
- Applications to the financial assistance program may be submitted and will process within 240 days from the date of the patient's first billing statement.
- If the family meets the financial qualifications and is eligible for a discount, the discount percentage will be applied to total gross charges.
- Families will be required to recertify their continued participation in the program on an annual basis.
- Failure to make scheduled payments may result in immediate ineligibility for the program.

Any family may request an application and the full policy available from Family Financial Services or at Nemours.org. Families are encouraged to fully complete the application. Completed applications should be directed to Family Financial Services.

Application?
Nemours.org/financialassistance

Uninsured

- Financial Advocates are available to assist and provide
- The Financial Advocate may establish a payment
- Patients with outstanding balances will need to make
- Participants are eligible to participate in the uninsured

resources to families.

plan with the patient family that requires a minimum

arrangements to bring these accounts current in order

discount program for one year following approval of



Here's How to Contact Us: 844.551.2065

- Press 3 for Delaware Valley
- Press 4 for Jacksonville
- Press 5 for Orlando
- Press 6 for Pensacola

their application and are responsible for reporting any changes to their insurance coverage.

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