

Summary of Financial Assistance Programs

Dignity Health's Financial Assistance Policy describes the financial assistance programs available to uninsured or underinsured patients who meet certain income requirements to help pay for medically necessary services provided by Dignity Health. An uninsured patient is someone who does not have health coverage, whether through private insurance or a government program, and who does not have the right to be reimbursed by anyone else for their medical bills. An underinsured patient is someone who has health coverage, but who has large medical bills that are not fully covered by their insurance.

Free Care

- If you are uninsured or underinsured with a family income of up to 200% of the Federal Poverty Level you may be eligible to receive medical services at no cost to you.

Discounted Care

- If you are uninsured or underinsured with an annual family income between 200-500% of the Federal Poverty level, you will be charged the Amount Generally Billed (AGB), which is an amount set under federal law that reflects the amounts that would have been paid by private health insurers and Medicare (including co-pays and deductibles) for the medically necessary services that you received.

If you are eligible for financial assistance under our Financial Assistance Policy you will not be required to pay more than the Amount Generally Billed described above. If you qualify, you may also request an interest-free extended payment plan.

You will never be required to make advance payment or other payment arrangements in order to receive emergency hospital services.

Free copies of the Financial Assistance Policy and financial assistance application forms are available online at your Dignity Health's facility website listed below or at the reception areas located in each physician office location. Copies of these documents can also be mailed to you upon request if you call Customer Services at the telephone numbers listed below.

Dignity Health Customer Service is available to answer questions, provide information about our Financial Assistance Policy and help guide you through the financial assistance application process.

Dignity Health Medical Group Arizona Patient Billing Department 866-621-7272 | Customer Service 602-406-3860
www.dignityhealth.org/medical-groups/arizona/patient-resources/billing-information.

University of Arizona Cancer Center- at Dignity Health St. Joseph's
Patient Billing Department 866-621-7272 | Customer Service 602-406-3860
www.dignityhealth.org/medical-groups/arizona/patient-resources/billing-information.

Barrows Neurological Institute Patient Billing Department 866-621-7272 | Customer Service 602-406-3860
www.dignityhealth.org/medical-groups/arizona/patient-resources/billing-information.

Norton Thoracic Institute Patient Billing Department 866-621-7272 | Customer Service 602-406-3860
www.dignityhealth.org/medical-groups/arizona/patient-resources/billing-information.