



## Henry Ford Health

Henry Ford Providence Novi Hospital, Henry Ford Providence Southfield Hospital, Henry Ford St. John Hospital, Henry Ford Warren Hospital, Henry Ford Madison Heights Hospital, Henry Ford River District Hospital, and Henry Ford Brighton Center for Recovery.

### Summary of Financial Assistance Policy

Henry Ford Health, including the health ministries listed above, have a commitment to and respect for each person’s dignity with a special concern for those who struggle with barriers to access healthcare services. Henry Ford Health has an equal commitment to manage its healthcare resources as a service to the entire community. In furtherance of these principles, Henry Ford Health provides financial assistance for certain individuals who receive emergency or other medically necessary care from Henry Ford Health. This summary provides a brief overview of Henry Ford Health’s Financial Assistance Policy.

#### Who Is Eligible?

You may be able to get financial assistance if you live in the city of Detroit, and the counties of Wayne, Macomb, Oakland and St. Clair. Financial assistance is generally determined by your total household income as compared to the Federal Poverty Level. If your income is less than or equal to 250% of the Federal Poverty Level, you may receive a 100% charity care write-off on the portion of the charges for which you are responsible. If your income is above 250% of the Federal Poverty Level but does not exceed 400% of the Federal Poverty Level, you may receive discounted rates on a sliding scale. If you have medical debt for emergency and medically necessary care that exceeds your income, you may be eligible for a discount. If you have assets in excess of 250% of your Federal Poverty Level income amount you may not qualify for financial assistance. Patients who are eligible for financial assistance will not be charged more for eligible care than the amounts generally billed to patients with insurance coverage.

#### What Services Are Covered?

The Financial Assistance Policy applies to emergency and other medically necessary care. These terms are defined in the Financial Assistance Policy. All other care is not covered by the Financial Assistance Policy.

#### How Can I Apply?

To apply for financial assistance, you typically will complete a written application and provide supporting documentation, as described in the Financial Assistance Policy and the Financial Assistance Policy application.

#### How Can I Get Help with an Application?

For help with a Financial Assistance Policy application, you may contact the Customer Service Department at the following based on specific facility.

Facility where service was provided	Phone #
Henry Ford St. John Hospital	877-809-6191
Henry Ford Warren Hospital	888-329-0421
Henry Ford Madison Heights Hospital	888-329-0421
Henry Ford Providence Novi Hospital	800-878-2455
Henry Ford Providence Southfield Hospital	800-878-2455
Henry Ford River District Hospital	888-329-0421



**How Can I Get More Information?**

Copies of the Financial Assistance Policy and Financial Assistance Policy application form are available at <https://www.henryford.com/visitors/billing/financial-assistance> and at Main Registration offices at the Henry Ford Health hospital locations. Free copies of the Financial Assistance Policy and Financial Assistance Policy application also can be obtained by mail by sending a written request to the address below. Additional information about the Financial Assistance Policy also is available at Main Registration or by telephone at the following based on specific facility.

<b>Facility/Office where service was provided</b>	<b>Mail Completed Applications to:</b>
Henry Ford St. John Hospital	3179 Solution Center, Chicago, IL 60677-3001
Henry Ford Warren Hospital	3179 Solution Center, Chicago, IL 60677-3001
Henry Ford Madison Heights Hospital	3179 Solution Center, Chicago, IL 60677-3001
Henry Ford Providence Novi Hospital	3179 Solution Center, Chicago, IL 60677-3001
Henry Ford Providence Southfield Hospital	3179 Solution Center, Chicago, IL 60677-3001
Henry Ford River District Hospital	3179 Solution Center, Chicago, IL 60677-3001
Henry Ford SEMI Medical Group	PO BOX 80278, Indianapolis, IN 46240

**What If I Am Not Eligible?**

If you do not qualify for financial assistance under the Financial Assistance Policy, you may qualify for other types of assistance. For more information, please contact the Henry Ford Health location where you received services by telephone at the following based on specific facility.

<b>Facility where service was provided</b>	<b>Phone #</b>
Henry Ford St. John Hospital	877-809-6191
Henry Ford Warren Hospital	888-329-0421
Henry Ford Madison Heights Hospital	888-329-0421
Henry Ford Providence Novi Hospital	800-878-2455
Henry Ford Providence Southfield Hospital	800-878-2455
Henry Ford River District Hospital	888-329-0421

**Translations of the Financial Assistance Policy, the Financial Assistance Policy application and instructions, and this plain language summary are available in the following languages on our website and upon request:**

Arabic, French, German, Gujarati, Hindi, Italian, Japanese, Korean, Polish, Russian, Serbo-Croatian, Spanish, Tagalog, Urdu, and Vietnamese