

It is the mission of Hendrick to provide high quality healthcare in the Christian context as an extension of the healing ministry of Jesus Christ.

Everyone's healthcare needs are different. Whether you need



a blood test or surgery, one thing is certain: medical care is expensive. If you are between jobs, not covered by health insurance or you are not sure how you will make the paycheck last to the end of the month, you could be eligible for financial assistance.

Therefore, as we have opportunity, let us do good to all people ...

Galatians 6:10

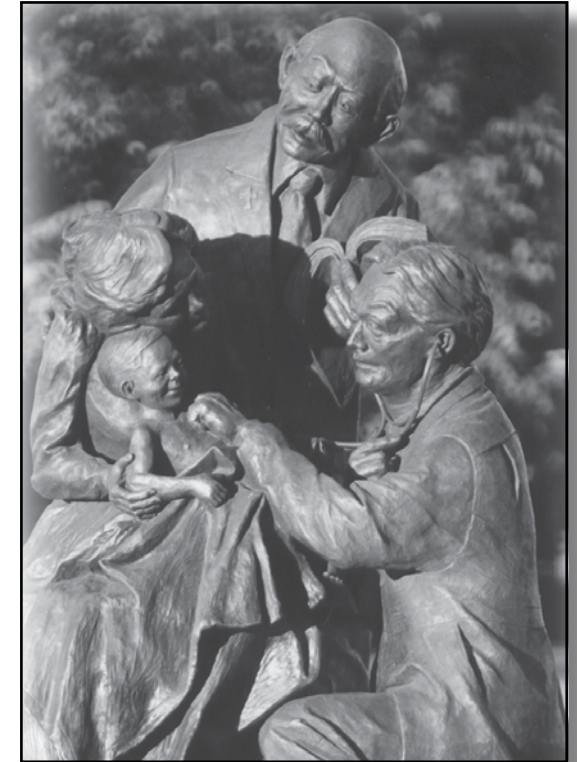
**HENDRICK
MEDICAL CENTER**

*1900 Pine Street
Resource Assistance Unit
(325) 670-4160*

*Hours: 8 AM - 4:30 PM
Monday - Thursday
8 AM - 4 PM on Friday*

*Transportation is available for program appointments.
Call ahead for reservations.*

*Health & Human Service Commission (HHSC)
Caseworker on site
(By appointment only)*



Hendrick Medical Center

**Patient
Financial
Resource
Assistance**

Help is available to you.

frequently asked questions

What if I do not have health insurance and cannot afford to pay for my hospital visit?

You could be eligible for one of many financial assistance programs. By meeting with a Resource Counselor you are taking the first step toward healthcare coverage.

How much paperwork is involved with financial assistance?

There is some paperwork involved with financial assistance, but Resource Counselors are there to help you complete the forms, answer questions and get the results you need in a timely manner. Some programs make it difficult to apply for assistance, but the Resource Counselors at Hendrick will help you cut through the red tape and support you and your family. Proof of income is required.

A member of my family died and was not covered by health insurance. Is there help paying for medical expenses?

Some programs may cover deceased family members. We encourage family members to contact a Resource Counselor as soon as possible to determine what programs may be available, because some of these programs have time limits. By providing your information, we can help you pay for deceased family healthcare.

What should I expect on my first visit with the Resource Counselor?

At Hendrick, you can expect high-quality service in a friendly setting. On your first visit, you will be asked questions regarding your general financial situation and your healthcare needs. The information you share is confidential, and the Resource Counselors will be sensitive and respectful to your situation.

How do you determine if I am qualified for assistance?

Hendrick uses government guidelines, adjusted by family size, to establish your eligibility.

The Patient Financial Resource Assistance unit at Hendrick Medical Center can help you determine what it takes to pay your bill for hospital services.

Based on household income, you can be eligible for the following programs:

- Medicaid–Hendrick has an on-site eligibility worker to determine if Medicaid is right for you.
- Medical Assistance Only (MAO)–This program can help pay for medical bills of deceased patients.
- Social Security/Disability–In 2005 more than 47 million Americans received more than \$600 billion in Social Security benefits. Hendrick can help determine if you are eligible.
- CHIP–A low cost health plan for children
- County Indigent–Public funds for healthcare services are available to eligible residents through the counties, hospital districts and public hospitals in Texas.

- Uninsured Discount–Uninsured patients receive a 35% discount and those who agree to pay in advance can receive a 50% discount.
- Income Based Discount–Hendrick Medical Center offers financial assistance to our patients who have difficulty paying for hospital services. This assistance is on a sliding scale based on household income. A family of four with a monthly household income of less than \$8,835 may qualify for this assistance program at some level. This program is available to both insured and uninsured.

Hendrick encourages its patients to be involved with their healthcare and financial decisions. Please help us find out if you are eligible for assistance. Call a Resource Counselor at 325-670-4160.

