



Henry Ford Genesys Hospital and Henry Ford Genesys Medical Group

Summary of Financial Assistance Policy

Henry Ford Genesys facilities and Medical Group covered providers, 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 facilities and providers have an equal commitment to manage its healthcare resources as a service to the entire community. In furtherance of these principles, Henry Ford Genesys and Medical Group covered providers provide financial assistance for certain individuals who receive emergency or other medically necessary care from Henry Ford Genesys facilities and covered providers. This summary provides a brief overview of Henry Ford Genesys and Medical Group Covered providers Financial Assistance Policy.

Who Is Eligible?

You may be able to get financial assistance if you live in Genesee, Lapeer, Oakland, and Shiawassee. 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. If you are eligible for Financial Assistance, you may have to pay a small flat charge for services. 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 a member of our Financial Assistance Team at one of the numbers below based on the specific facility.



How Can I Get More Information?

Copies of the Financial Assistance Policy and Financial Assistance Policy application form are available at the websites and addresses below based on the specific facility. Free copies of the Financial Assistance Policy and Financial Assistance Policy application also can be obtained by mail by calling the Customer Service telephone number below based on the specific facility. Additional information about the Financial Assistance Policy is also available at the locations and telephone numbers below based on the specific facility.

Facility where service was provided	Phone #
Henry Ford Genesys Hospital	888-544-7737

Facility/Office where service was provided	Mail Completed Applications to:
Henry Ford Genesys Hospital	3273 Solutions Center, Chicago, IL 60677-3002
Henry Ford Genesys Medical Group	PO Box 80278, Indianapolis, IN 46240

Financial Assistance Information is also available at the following Websites based on the specific facility:

<i>Facility/Location Where Services Are Provided</i>	<i>Financial Assistance Website</i>
Henry Ford Genesys Hospital	https://www.henryford.com/visitors/billing/financial-assistance
Henry Ford Radiology & Imaging - Burton	https://www.henryford.com/visitors/billing/financial-assistance
Henry Ford Physical Rehabilitation – Fenton, Flint, & Grand Blanc	https://www.henryford.com/visitors/billing/financial-assistance
Henry Ford Genesys Medical Group	https://www.henryford.com/visitors/billing/financial-assistance
Henry Ford Genesys Medical Group – Integrated Providers	https://www.henryford.com/visitors/billing/financial-assistance



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 a member of our Financial Counseling team at the location or telephone number listed above.

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	German	Korean
Chinese	Hindi	Russian
English	Japanese	Spanish