

Getting Help with Your Bill

Summary of the Texas Health Financial Assistance Policy

Texas Health Resources and their affiliated entities offer financial assistance under the Texas Health Financial Assistance Policy. This may apply to anyone who receives hospital, urgent care or physician provider services from a Texas Health affiliated hospital or other covered entity. The Financial Assistance Policy, a Financial Assistance Application and the Plain Language Summary are available in English and Spanish, and other languages if needed. Texas Health Financial Assistance applies to bills from wholly controlled tax-exempt hospitals and other entities/affiliates as described in Attachment C of the Texas Health Financial Assistance Policy.

How Do I Qualify for Financial Assistance?

You can ask for help with your bill at any time during your hospital stay or during the billing process. We will determine how much you owe by reviewing income, assets, or other resources. If your yearly income is less than or equal to 250% of the current Federal Poverty Guideline, you may receive some financial assistance.

Federal Poverty Guidelines can be found at:
<http://aspe.hhs.gov/poverty/index.cfm>.

You may qualify for help with all or part of your hospital, urgent care, or physician/provider bill. The help is based on a sliding scale that considers your yearly income, family size, and available resources.

How Can I Apply for Financial Assistance?

To get a free copy of the Financial Assistance Application or Financial Assistance Policy go to:
texashealth.org/Costs-and-Billing/Financial-Assistance

On this webpage, there is also a link to apply online through our MyChart portal. You can also pick up free paper copies, request free copies by mail or receive help with the application in person at any Texas Health hospital in the admitting

department, Texas Health Physician Clinic, or by visiting the Central Business Office (by appointment only). Our Customer Service Department can assist you with scheduling an appointment or help with any questions about the Financial Assistance Policy or application process by calling 800.890.6034.

Paperwork

You are responsible for providing information about your health benefits, income, assets, and any other paperwork that will help show you qualify. Paperwork might include bank statements, income tax forms, check stubs or other information.

Emergency and Medically Necessary Hospital Care

If you qualify for help with your bill, you will not be charged more for emergency or medically necessary care than amounts generally billed to people who have coverage for the same type of care. To determine amounts generally billed we use a look-back method (we compare the amount paid by covered patients and their coverage companies in the prior year).

Collection Activities

Bills that are not paid 120 days from date of discharge may be transferred to an outside collection agency. You or the guarantor can apply for help with your bill at any time during the collection process by contacting Customer Service at 800-890-6034.

For assistance with MVA claims scan QR code



This section pertains to Hospital Services only. Texas Health Resources (THR) generally pursues recovery of charges for healthcare goods and services from third-party payment sources in the priority in which they are available and is entitled to do so pursuant to the assignment of benefits provided by the patient at the time of admission. For medical treatment necessitated by a Motor Vehicle Accident (MVA), the party that caused the injuries (or its liability carrier) has primary legal responsibility for the payment of medical bills of the accident victim. In comparison, health coverage (including a commercial, employer-sponsored, or government plan) is generally secondary unless there is a contractual obligation or law that changes that priority. THR policy is to authorize a patient's representatives to use THR electronic financial support systems and case files when the THR charges are being settled simultaneously with the carrier by mutual agreement. Access and use of those systems and files is not authorized if there is no common purpose for the recoveries which include THR claims. Texas Health Resources will comply with timely billing of health insurance as required by Texas Law, but does so without prejudice to its claim against the MVA carrier for the primary payment on the claims.