



Henry Ford Health System (HFHS) treats every patient with dignity, respect and compassion. Patients can look to HFHS for fair pricing of the medical services it provides and for assistance with finding options to help manage their medical costs.

You may be eligible for help with your medical bill through our Patient Financial Assistance Program.

How do I qualify for financial assistance?

You must meet certain requirements to be eligible for financial assistance. These are shown in the table below:

Qualification Criteria	Eligibility Method 1	Eligibility Method 2	Eligibility Method 3
	Traditional	Catastrophic	Presumptive
Permanent Residence in the United States	X	X	X
Reside within HFHS' primary service areas	X	X	
Seeking treatment with a HFHS Provider at a HFHS facility	X	X	X
Income less than 400% of Federal Poverty Level	X		X
HFHS medical bills more than 30% of household income		X	

**We may evaluate patients for eligibility retrospectively based on criteria not listed above.*

Eligibility Method 1 or 3 (Traditional or Presumptive): If you have an annual income less than or equal to 250% of the federal poverty level, you may be eligible for a 100% discount. If you have an annual income from 251% to 400% of the federal poverty level, the patient may qualify for a partial discount.

Eligibility Method 2 (Catastrophic): If you meet criteria for Eligibility Method 2, your qualifying medical debt may be reduced to 30% of your household income.

Patients that qualify financial assistance will not be charged more than the AGB for emergency and other medically necessary care and not more than gross charges for all other medical care. Each HFHS Facility uses the look-back method for calculating one or more AGB percentages. The AGB Percentage is calculated by dividing the sum of all Medicare fee-for-service and private health insurers that have paid claims to the HFHS Facility during a 12-month period, by the sum of the associated gross charges for those claims.

Uninsured patients not meeting financial assistance criteria under this policy or other available financial assistance programs offered by HFHS will be charged for the service based on the uninsured discount rate. For more information, refer to the Uninsured Discount Policy which can be found by visiting: <https://www.henryford.com/visitors/billing>.

How do I apply for financial assistance?

To apply for financial assistance, you must complete a Patient Financial Assistance Program Application and provide supporting documents. You have up to 240 days after you receive your first bill to apply. After HFHS receives your completed application, you will be provided with a decision in writing within 30 days.

To obtain a free copy of our full policy and/or application, you can:

- Obtain and complete an electronic application by signing into MyChart and selecting Financial

Assistance drop down underneath the Billing tab.

- Go to our website at www.henryford.com/financialassistance to download a free copy, OR
- Contact our CBO Customer Service Department at (313) 874 – 7800 to a request a copy to be sent via postal mail

How do I get more information?

- Contact the Financial Assistance Team at (313) 874-7800 OR
- Speak with our registration staff or financial navigators in person at the locations listed below

All applicable financial assistance documents can be viewed at https://www.henryford.com/visitors/billing/financial_assistance/documents in multiple languages.

Locations and contacts of each department that can provide information about financial assistance and a copy of a free application:

Facility	Address	Phone/Fax #/E-mail
Henry Ford Allegiance Health Hospitals	Henry Ford Allegiance Health Department 64787 Drawer 64000 Detroit, MI 48264	Phone: (517) 205-4920
Henry Ford Hospital and Medical Centers	Henry Ford Hospital Patient Financial Assistance Planning Office 2799 West Grand Blvd. K-1, West 107 Clinic Building Detroit, MI 48202	Phone: (313) 916-4510 Fax: (313) 916-4501
Henry Ford Kingswood Hospital & Henry Ford Maplegrove Center	Behavioral Health Services Attn: BHS Revenue Services 1 Ford Place, Room 1F111 Detroit, MI 48202	Phone: (313) 874- 9501 Fax: (313) 874-6895
Henry Ford Macomb Hospitals	Henry Ford Macomb Hospital Attn: Financial Support 15855 19 Mile Rd. Clinton Township, MI 48038	Phone: (586) 263-2696 Fax: (586) 263-2697
Henry Ford West Bloomfield Hospital	Henry Ford West Bloomfield Hospital Attn: Revenue Services 6777 West Maple West Bloomfield, MI 48322	Phone: (248) 325-0201 Fax: (248) 325-0235
Henry Ford Wyandotte Hospital & Henry Ford Medical Center - Brownstown	Henry Ford Wyandotte Hospital Attn: Hospital Patient Financial Assistance Programs 2333 Biddle Ave. Wyandotte, MI 48192	Phone: (734) 916-4501 Fax: (734) 246-7926

