

The University of Chicago Medical Center

Financial Assistance Plain Language Summary

The University of Chicago Medical Center offers financial assistance that may cover all or part of a patient account balance(s) for all patients receiving Emergency treatment and non-emergent medically necessary health care services that meet the hospital's criteria for eligibility. Any patient with a balance due related to health care received at UCMC, or any person responsible for paying a patient bill for health care received at UCMC (guarantor) may request, receive, and submit for consideration an application for financial assistance.

Patients must meet the hospital's criteria in order to get financial assistance. Proven financial need, family income, family size and other resources determine if a patient can get a discount on the account balance that is due. Those at 200% or less of the poverty guidelines can receive a 100% discount, and those at more than 200% but less than 600% of the poverty guidelines can receive a 75% discount off of the bill. In addition, those whose UCMC medical bills that in one year total 20% or more of their annual adjusted gross income will not have to pay more than 20% of their income for all of those bills. Other financial assistance may be available under special circumstances. Patients who get financial assistance cannot be charged more than amounts generally billed for emergency or other non-emergent medically necessary health care from The University of Chicago Medicine and will be charged less than gross charges for any other care eligible for financial assistance.

There are 4 Ways to Get the UCMC Financial Assistance Policy, a Financial Assistance Application, the Plain Language Summary, and Spanish Translations:

1. Patients can go to the website: www.uchospitals.edu

At the website click the words "Financial Assistance" at the bottom left side.
Or go to: <http://www.uchospitals.edu/billing/financial-assistance.html>

2. Patients can go to
 - Mitchell Hospital Building, Emergency Room and Admitting Office Room #TS200
 - Center for Care and Discovery (CCD) Building, Admitting Office Room #7584
 - Comer Children's Hospital Building, Emergency Room and Admitting Office Room #K180
 - Duchossois Center for Advanced Medicine ("DCAM"), Room #1A
 - South Shore Senior Center, Admitting Office
 - Infusion clinic at the UCMC Comprehensive Cancer Center on the Silver Cross Hospital, Admitting Office

3. Patients can call any of the following to ask for an application, and it will be mailed to patients at no charge:

- Call the admitting Office at (773) 702-6233.
- Call The University of Chicago Medical Center at (773) 702-6664
- Call The University of Chicago Physician Group at (773) 702-1150
- Call The Office of Social Work and Spiritual Care (773) 702-1807
- Call 2-6233 from the phone in a patient room.

4. Write to one of these places and an application will be mailed at no charge:

The University of Chicago Medical Center
Patient Financial Services Department
150 Harvester Drive / Suite 300
Burr Ridge, Il 60527-5965

The University of Chicago Physician Group
P.O. Box 75307, Chicago, Illinois 60675-5307

For more information or help with the application process, patients can call Patient Financial Services at (773) 702-5276 or can send a letter to the Patient Financial Services Department at the following address. To apply for financial assistance, complete the application and mail it to:

The University of Chicago Medicine
Patient Financial Services Department
150 Harvester Drive / Suite 300
Burr Ridge, Il 60527-5965

For the UCMC Financial Assistance Policy, a Financial Assistance Application, and the Plain Language Summary in Spanish or other certain languages call (773) 702-5276.

Para la Póliza de Asistencia Financiera de UCMC, una Aplicación para Asistencia Financiera, y el Resumen en Pleno Lenguaje (en español) o en otros ciertos idiomas, llame al (773) 702-5276.