



# Financial Assistance Policy – Plain Language Summary

Mayo Clinic and Affiliated Hospitals and Clinics

## Financial Assistance Offered

Mayo Clinic provides the best care for every patient and offers financial assistance to patients who are unable to pay for emergency or medically necessary care.

## Eligibility Requirements and Assistance Offered

Mayo Clinic reviews many factors to decide if you are eligible for financial assistance. These include your medical condition, the type of medical care needed, your insurance, and other sources of payment such as personal injury claims, all types of your household income, family size, household assets, and any special issues you would like to have considered.

Financial assistance can be available regardless of insurance. The level of financial assistance is based on your ability to pay the billed charges. However, financial assistance is not available for all medical care, such as cosmetic surgery, fertility treatments, gastric bypass, and patient convenience items. You cannot get financial assistance for non-emergency care if Mayo Clinic is out-of-network with your insurance. Your citizenship, residency, and visa status may also affect your eligibility.

If you are currently enrolled in Medicaid or Medical Assistance, you may be presumed eligible for financial assistance. You could also be presumed eligible based on other information known to Mayo Clinic. Mayo Clinic will notify you if presumptive eligibility applies.

If you are not presumed eligible, you must fully cooperate with the application process, including submitting tax returns, bank statements, and pay stubs. You must complete an application for Medicaid or Medical Assistance, or other types of insurance through a state health insurance exchange. See the full Financial Assistance policy for more details.

## How to Apply for Financial Assistance

You or another person involved in your care, such as a family member or provider, can bring up financial concerns at any time during your care. You will then be encouraged to complete a financial assistance application, if needed.

Financial assistance only applies to medical care you receive at a Mayo Clinic hospital location by Mayo Clinic staff. Expenses such as travel, food, lodging, medical equipment, and prescriptions are not covered under the Financial Assistance Policy. Mayo Clinic protects your confidentiality and dignity during this process. Any information provided by you will be treated as protected health information under the Health Insurance Portability and Accountability Act (HIPAA).

## Where to Obtain Copies

You can get Mayo Clinic's Financial Assistance Policy and Application for free by calling Patient Account Services at 1-844-217-9591 and requesting a copy by mail or email. The policy and application are also available online for downloading and printing. For Arizona, Florida, and Rochester, visit [mayoclinic.org/financialassistance](https://mayoclinic.org/financialassistance), and for Mayo Clinic Health System locations, visit [mayoclinichealthsystem.org/financial-assistance](https://mayoclinichealthsystem.org/financial-assistance). Copies of the policy and application are also available at Admissions and Business Services areas for all Mayo Clinic hospital, clinic, and emergency department locations.

## Contact for Information and Assistance

Additional information about the Financial Assistance Policy and assistance with the application process can be obtained from Patient Account Services:

- Online for Arizona, Florida, and Rochester at [mayoclinic.org/financialassistance](https://mayoclinic.org/financialassistance) and for Mayo Clinic Health System locations at [mayoclinichealthsystem.org/financial-assistance](https://mayoclinichealthsystem.org/financial-assistance).
- You may also call 1-844-217-9591, or visit a local Registration and Business Service location.

## For Non-English Speakers

Translations of the Financial Assistance Policy, Financial Assistance Policy Application, and this Plain Language Summary are available for Arizona, Florida, and Rochester at [mayoclinic.org/financialassistance](https://mayoclinic.org/financialassistance), and for Mayo Clinic Health System locations at [mayoclinichealthsystem.org/financial-assistance](https://mayoclinichealthsystem.org/financial-assistance).

## No More Than Amount Generally Billed (AGB)

If you are eligible for financial assistance, you cannot be charged more than the amount generally billed for emergency or other medically necessary care to patients who have insurance.