

Guidelines for Financial Assistance Eligibility

Baptist Health looks at your financial status to decide if you meet the guidelines for financial assistance or discounted care. We look at your family income, the number of people in your family, and other resources such as savings or investments. We use the information you provide and the Federal Poverty Guidelines to determine financial assistance eligibility.

Financial Assistance and Financial Discount Policy

We care about our patients who are not sure if they can afford the care they need. It is our policy to help our patients understand the resources that may be able to help them.

Baptist Health offers:

- **Help** for patients to apply for government programs such as Medicaid and other state and local programs.
- **Financial Assistance or Discounted Care** to patients with no insurance who meet the guidelines. Medical services furnished at our Hospitals and medically necessary are covered in our Financial Assistance Policy (FAP). All other medical services do not qualify for financial assistance.
- **Payment plans** based on patient financial status and total amount due. Our goal is to help patients pay their bills in a fair way based on their circumstances.
- **Referrals** to programs for medical care if patients do not qualify for financial assistance.

You will be asked to complete a simple form and to confirm your family income and assets. This summary, the FAP, and application forms are available on our website at baptistjax.com/fap and the Discharge Cashier's Office located at each of our hospitals. Free copies of the FAP and application forms may be obtained by calling our PFAs or writing to: Attn: Financial Assistance Advocate, P.O. Box 45094, Jacksonville, FL 32232.

If you have questions or to find out if you meet the guidelines for assistance, please talk to one of our Patient Financial Advocates at any of the phone numbers below.

Hospital	Phone	Address
Baptist Medical Center Jacksonville	904.202.2092	800 Prudential Drive, Jacksonville, FL 32207
Baptist Medical Center Beaches	904.627.1898	1350 13th Avenue South, Jacksonville Beach, FL 32250
Baptist Medical Center Nassau	904.321.3919	1250 South 18th Street, Fernandina Beach, FL 32034
Baptist Medical Center South	904.271.6885	14550 Old St. Augustine Road, Jacksonville, FL 32258
Wolfson Children's Hospital	904.202.2092	800 Prudential Drive, Jacksonville, FL 32207



It is the mission of Baptist Health to provide accessible, quality healthcare services at a reasonable cost in an atmosphere that fosters respect and compassion