

Financial Assistance Policy Summary

The Maui Health System Financial Assistance Policy (FAP) provides financial assistance for qualifying patients who need help paying for emergency or medically necessary care provided by a Maui Health System hospital. Patients can apply for financial assistance in several ways including in person, by phone, or by completing and submitting a paper application. Patients must meet the eligibility requirements below to qualify.

Who is eligible for Financial Assistance and what are the requirements?

The program helps low-income, uninsured, or underserved patients who need help paying for all or part of their medical care. In general, patients are eligible for Financial Assistance when their Gross Household Income is at or below 250% of the Federal Poverty Guidelines (FPG) or have unusually high medical costs. Patients should talk with a Financial Counselor to determine eligibility and for help applying.

Patients who are eligible for financial assistance are not charged more than amounts generally billed (AGB) for emergency or other medically necessary care. Refer to mauihealthsystem.org/fap for AGB information.

Does Maui Health System screen patients for public and private program eligibility?

Maui Health System provides patients with help to identify potential public and private health coverage programs that may help with health care access needs. A patient who is presumed eligible for any public or private health coverage program is required to apply for those programs.

What does the program cover?

The financial assistance program covers emergency and medically necessary care provided by Maui Health System hospitals, or physicians or providers subject to the FAP. The types of services not covered include services that are not considered emergency or medically necessary, services related to third party liability, or workers' compensation cases. Please see a more complete list in the FAP.

Is there language assistance?

Interpreters are available to you at no cost. The financial assistance application, policy, and this policy summary may be available in your language. For more information, call 808-393-7060 or visit our website at mauihealthsystem.org/fap.

How can I get a copy of the MHS FAP?

You may request your free copy of Maui Health System FAP by calling 808-565-8456, mailing Maui Health System - Lana'i Community Hospital, Attention: Financial Counseling Services, P.O. Box 630650, Lanai City, HI 96763, or visiting our website at mauihealthsystem.org/fap.

Need Help?

For help or questions about the financial assistance application process, please call 808-565-8456, or talk to a Financial Counselor within the Patient Access Services Department at Maui Memorial Medical Center or Business Office at the Kula Hospital and Lana'i Community Hospital.

How do I Apply?

You can apply for financial assistance in several ways -- either by requesting program information in person or by phone or requesting a paper application from any of the following sources:

- Financial Counselor within the Patient Access Services Department at Maui Memorial Medical Center or Business Office at the Kula Hospital and Lana'i Community Hospital
- Call 808-565-8456
- By mail (at no cost) at Maui Health System - Lana'i Community Hospital, Attention: Financial Counseling Services, P.O. Box 630650, Lanai City, HI 96763
- Download an application through the Maui Health System website at mauihealthsystem.org/fap.

Please return completed applications (including all required documentation and information specified in the application instructions) to any Maui Health System hospital or mail the application to: Maui Health System - Lana'i Community Hospital, Attention: Financial Counseling Services, P.O. Box 630650, Lanai City, HI 96763.

Maui Health System will review submitted applications when they are complete and will determine whether you are eligible according to the Maui Health System FAP. Incomplete applications may result in a delay in processing or denial of your financial assistance application, but Maui Health System will notify applicants and provide an opportunity to send in the missing documentation or information, by the required deadline.