

## Charity Care and Financial Assistance is Available if You Can't Pay Your Bill

**UPMC Pinnacle** provides charity care (free care) and financial help for people who can't pay for the healthcare services they need. **UPMC Pinnacle** treats all patients with respect and dignity regardless of their ability to pay.

**Charity care** means free care. Patients can receive charity care if they have a family income below 250% of the Federal Poverty Level.

**Financial assistance** means receiving care at a discounted rate. Patients who are uninsured for a medically necessary service can receive financial help if they meet all three criteria:

- No insurance coverage for the medically necessary services
- Ineligible for governmental or other insurance coverage
- Family income in excess of 250% (but not exceeding 400%) of the Federal Poverty Level

<b>% of Federal Poverty Level</b>	<b>Discount Category</b>	<b>Discount %</b>
0% - 250%	Charity Care	100%
251% - 300%	Financial Assistance	80%
301% - 400%	Financial Assistance	70%*

*\*the lowest percentage is greater than the aggregated discount of Medicare plus all private insurers*

We will compare your income amounts to the Federal Poverty Levels. No person eligible for financial assistance will be charged more for emergency or other medically necessary care than amounts generally billed to individuals who have insurance covering such care. If you already qualify for certain types of governmental aid we may, in certain cases, presume you are eligible for financial assistance. We will also review the total resources available to you. Charity care or financial assistance may not be offered to those patients with sufficient funds available to pay for their services if using those funds would not cause undue hardship.

Write to us or call us to apply. We will also send you the complete charity care and financial assistance policy:

- Call us at 717-231-8989 or 1-877-499-3899 (toll-free)
- Go to [www.upmcpinnacle.com/charitycare](http://www.upmcpinnacle.com/charitycare) for the application
- Request a paper application by writing to us at:

**UPMC Pinnacle**

Attention: Patient Financial Coordinator  
 PO Box 2353  
 Harrisburg, PA 17105-2353

Financial counselors are available in person or by phone. They can answer questions or help you complete your application:

- **UPMC Pinnacle Harrisburg** - Financial Counselor, 1st Floor Office #1 and Office #2 717-782-5196 or 717-782-3114
- **UPMC Pinnacle Community Osteopathic** - Medical Sciences Pavilion, Financial Counselor Office, 1st Floor 717-657-7117
- **UPMC Pinnacle West Shore** - Financial Counselor, 1st Floor Office #4 717-988-1086

The Financial Assistance Policy, application form, and the plain language summary can be offered in English, Spanish, Nepali, and Vietnamese. Also, UPMC Pinnacle provides assistance through use of a qualified bilingual interpreter by request. For information about UPMC Pinnacle's Financial Assistance Program and translation services, please call for a representative at 717-231-8989 or 1-877-499-3899 option # 3.

The application process involves filling out the financial assistance application and submitting the application along with all required supporting documentation to UPMC Pinnacle for processing. We will notify you of our determination by phone or by letter within 30 days of receipt.

We can help you apply for Medical Assistance or insurance through HealthCare.gov. You must apply for Medical Assistance or consider other options prior to being approved for charity care or financial assistance discounts.

Note: Except for individuals within 250% of the Federal Poverty Level, this policy does not apply to patients who are insured or underinsured. If you refuse or are unwilling to enroll in a subsidized insurance plan, it could impact the level of financial assistance provided through this policy.