

Financial Assistance at the University of Vermont Medical Center

HELP IS AVAILABLE

We want to make sure you get the emergency and other medically necessary care you need. Our Financial Assistance Program provides free or discounted care to eligible patients. You may qualify for help even if you have health insurance.

**Reach out to us with your questions at (802) 847-8000 or (800) 639-2719.
 Or email CustomerService@UVMHealth.org.**

COMMON QUESTIONS

How Much Help?

We discount between 57% and 100% on emergency and/or medically necessary care. Qualified patients, with or without insurance, can receive a discount on the amount they owe.

Who Qualifies?

- Residents of Vermont or the six counties of northern New York — or those who are at least a part-time resident six months of the year. This residency requirement does not apply to patients who receive emergency care.
- Your liquid assets, meaning those that can be easily converted to cash such as savings, stocks or bonds, should not be more than \$50,000 (retirement accounts are not included).
- Your gross monthly income is 400% of the federal poverty limit or below (see chart below).

If your household income is higher than the income limit but you still can't pay your bill, you may submit a letter detailing your hardship with your application.

Household Size	Federal Poverty Limit - (FPL)				
	200% or under	201 - 250%	251 - 300%	301 - 350%	351 - 400%
1	\$25,520	\$31,900	\$38,280	\$44,660	\$51,040
2	\$34,480	\$43,100	\$51,720	\$60,340	\$68,960
3	\$43,440	\$54,300	\$65,160	\$76,020	\$86,880
4	\$52,400	\$65,500	\$78,600	\$91,700	\$104,800
5	\$61,360	\$76,700	\$92,040	\$107,380	\$122,720
Discount off gross charges	100%	85%	75%	65%	57%

Example:

A 42-year-old woman with a husband and two children is charged \$1,233 for a medically necessary appointment with her doctor. Her annual household income is \$77,000. After completing the application process with the help of a UVM Medical Center financial advocate, she qualifies for the 201-250% FPL discount of 85% based on her income and household size. Her bill is reduced to \$184.95. She works out an installment plan to pay the reduced charges in full.

HOW TO APPLY

If you think you might qualify for help, apply by submitting an application. We can help you with this process. Our help is free.

Please contact us with questions or to request free printed copies of the application form and financial assistance policy.

- **By Phone:** (802) 847-8000 or (800) 639-2719
- **By Email:** CustomerService@UVMHealth.org
- **Online:** Download the application at www.UVMHealth.org/medcenter/Financial-Assistance
- **In Person:** Financial Services Office at the UVM Medical Center's main campus, Level 3, 111 Colchester Avenue, Burlington, VT 05401. Our staff are happy to meet with you to help you to complete the application. Call them at (802) 847-6984 to make an appointment. Their help is free.

LANGUAGE ACCESS SERVICES

- We give free aids to help the deaf and hard of hearing, and those with other disabilities, to communicate with us. We offer sign language interpretation and written information in other formats. Call us at (802) 847-3553 if you need this.
- We also give free language services to people whose preferred language is not English. We offer interpreters and written information in non-English languages. Call us at (802) 847-8899 if you need this.

HOW YOU WILL KNOW IF YOU HAVE BEEN APPROVED FOR HELP

- We will send you a written response within 30 days after we receive your application. We might ask you for more information, grant your request and include a statement of the amount you owe, or deny your request. Payment plans are available if your request is approved or denied.

YOU MAY ALSO QUALIFY FOR THE AFFORDABLE MEDICATIONS PROGRAM

The Health Assistance Program (HAP) helps eligible low- and middle-income patients get their prescription medications at no cost, even if they have insurance. HAP also provides access to eyeglasses and medical equipment and assistance with enrollment in state and federal programs, including obtaining insurance through the Vermont Health Connect exchange.

To see if you qualify, call the Health Assistance Program at (802) 847-6984 or email healthassistanceprogram@UVMHealth.org