



Financial Assistance Policy

University Health cares for patients regardless of their ability to pay. You may qualify for University Health's Financial Assistance Program if you:

- Don't have enough insurance to cover the services you received or have no health insurance
- Your income is at or below 200% of the current Federal Poverty Guidelines
- You are not eligible for any government or other programs

You may request a written copy of the University Health Financial Assistance Program. Please call [210-743-3064](tel:210-743-3064) for more information.

Financial Assistance and Discounts

We will work with you to establish a payment plan or to see if you qualify for:

- Medicare, Medicaid or other public programs
- Prompt pay discount
- Specific charity programs

CHARITY CARE AND FINANCIAL ASSISTANCE PROGRAM

As part of its mission to improve the health of the community, University Health provides care to any person seeking treatment of an emergency condition, regardless of their ability to pay. Patients who are unable to pay for all or a portion of their inpatient hospital services can apply for financial assistance with their hospital charges, and eligibility will be determined in accordance with the University Health Charity Care and Financial Assistance Policy.

Eligible patients are those who have received hospital services, are uninsured, underinsured, ineligible for any government or other programs, or are otherwise unable to pay for their health care due to their individual circumstances. Third party funding and all other possible payment sources such as auto insurance funds, must be exhausted before a patient can be considered for charity care and assistance. Patients with household income at or below 200% of current federal poverty guidelines are generally eligible for financial assistance. To determine eligibility, patients are required to complete a financial assistance application and provide supporting documentation to verify household income. Applications for assistance in English and Spanish are available on our website link: [Financial Assistance Policy](#) and at the Registration Desk in the University Hospital Emergency Department.

To verify income, applicants should provide the most current federal income tax return. Instead of a tax return, other supporting documentation includes at least three of the most recent paycheck stubs, or copies of the three most recent bank statements or written documentation from income sources. Proof of participation in government assistance programs such as Medicaid or TANF need to be submitted, if applicable. A copy of a government issued identification is required, as well as proof of address, such as a phone bill, water or electric bill.

Once eligibility is determined, applications and supporting documentation will be reviewed in a fair and objective manner to determine if all or a portion of the patient's hospital bill will be forgiven. Assistance is based on a sliding scale that considers annual household income and family size. Patients will never be charged more for emergency or medically necessary care than amounts generally billed to insured patients. Financial assistance is not applicable to the separate bills for physician services, pharmacy charges or outpatient clinic services.

Questions about financial assistance can be sent by email to Financial.Assist@uhtx.com or call [210-743-3064](tel:210-743-3064).

Completed financial assistance applications and supporting documentation can be sent via email to Financial.Assist@uhtx.com or by fax directed to 210-358-0523. Hand deliveries can be made to the Financial Assistance Office, 7th Floor, Rio Tower, University Hospital.

If sending via U.S. mail, the address is:

University Health Financial Assistance
University Health Mail Stop 53-1
4502 Medical Drive
San Antonio, Texas 78229

[Learn more about our Charity and Financial Assistance Policy.](#)