Shands
Jacksonville

August 2009

The following information relates to Shands Jacksonville's financial assistance policies for uninsured patients.

Financial Assistance Procedure:

Uninsured patients will be provided with financial counseling, including assistance applying for local, state and federal health care programs such as Medicare and Medicaid

It is the policy of Shands Jacksonville Medical Center to evaluate all uninsured patient's ability to pay and offer financial assistance to those individuals who qualify.

Qualifying for financial assistance under Shands Jacksonville Medical Center procedures involves the following:

1. Guarantors are interviewed and present details of their income and may be asked to detail expenses during the twelve (12) months prior to the hospital visit, as well as assets.

2. The financial statement application is reviewed for completeness. Supporting documentation is requested from the Guarantor.

3. At the time of the financial interview if the validated financial application and supporting documentation reflects an income at or below the most current Federal Poverty Level (FPL) for the stated family size, the account will be qualified for financial assistance (charity) in its entirety.

4. If the validated financial application and supporting documentation reflects a household income between 100% and 200% of the most current Federal Poverty Level (FPL) for the stated family size, a sliding scale will be applied and the account will be qualified for partial financial assistance (charity).

5. Financial assistance will not be granted for certain procedures and hospital programs where preferential package or elective pricing have already been taken into consideration for example, elective cosmetic surgery, in vitro fertilization and transplant programs.

6. Financial assistance will not be granted for individuals who are residents of other countries.

Should you have any questions regarding this information, please contact: 904-244-4015