

## More Information

Visit [mayoclinichealthsystem.org](http://mayoclinichealthsystem.org) for more information about Mayo Clinic Health System's Financial Assistance Program or to obtain an application by choosing the appropriate location and selecting "Billing & Insurance."



# FINANCIAL ASSISTANCE PROGRAM & FINANCIAL COUNSELING

Mayo Clinic Health System is committed to upholding the multiple federal and state laws that preclude discrimination on the basis of race, sex, age, religion, national origin, marital status, sexual orientation, disabilities, military service or any other classification protected by federal, state, or local laws.



**MAYO CLINIC HEALTH SYSTEM**  
[mayoclinichealthsystem.org](http://mayoclinichealthsystem.org)

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## Assistance Paying Your Bill

Mayo Clinic Health System is committed to treating you with compassion from the bedside to the billing office. We realize that most medical expenses are the result of an unexpected and unbudgeted accident or illness. As a courtesy and convenience to you, we will assist you in filing an insurance claim for services you have received.

We will work with you to create reasonable payment plans. We are committed to providing financial assistance to you if you are unable to pay your entire bill. You may be eligible to have all or some of your bill forgiven.

It is important that you let us know as soon as possible if you will have difficulty paying your bill. Your questions and financial situation will be treated with the utmost respect.

## Financial Counseling

Mayo Clinic Health System provides financial counseling to uninsured patients or patients having difficulty paying their bills. This includes an explanation of the payment options available. We will explain the billing process and evaluate your financial need. We will also inform you about government assistance programs you might qualify for and assist you in the application process.

Depending on your ability to pay, you may qualify for financial assistance. You may apply for financial assistance if you have been denied assistance from other funding sources. If you would like to determine your eligibility, please call the number listed on your statement or toll free at 888-838-6193 to request an application.

## Financial Assistance

Mayo Clinic Health System provides financial assistance to patients based on their income, assets and needs. Patients seeking financial assistance need to comply with all application requirements and provide necessary documentation, including financial and other information needed to enroll in a publicly sponsored program.

A financial planner will provide you with an application to complete and return along with proof of your income. The following factors affect eligibility for Mayo Clinic Health System financial assistance:

- Evaluation of your savings, checking and investment assets
- Assessment of your property other than your home
- Any special circumstances that impact your ability to pay

A committee will assess your application and financial situation, determine if assistance is appropriate and provide you with their decision within 30 days. If assistance is granted, the committee will determine if full or partial assistance will be applied to your current balance depending on how your income compares to the Federal Poverty Guidelines. If your income is below two times the Federal Poverty Guidelines, you are likely to receive assistance.