

# Frequently Asked Financial Assistance Questions

## **What is my responsibility when applying for the Mayo Clinic Health System Financial Assistance Program?**

For Mayo Clinic Health System's Financial Assistance Program to be successful, patient cooperation is essential. You should:

- Speak with a patient financial planner by calling 1-888-838-6193 (toll free) or 1-888-765-4077 (toll free) for Red Cedar.
- Explain your financial situation.
- Ask Mayo Clinic Health System for information about any financial aid programs available.
- Request an application for financial assistance.
- Complete and return the application along with the necessary paperwork (include any requested documents, such as W-2 forms, pay stubs, bank statements and current federal tax returns). This is necessary for us to make our determination.

## **How do I know if I may qualify for financial assistance?**

This program recognizes the financial hardships that unplanned or unexpected health care needs can create. It is based on income, assets and family size.

## **[View the Financial Assistance Program Brochure](#)**

## **[Visit the Federal Poverty Guidelines Website](#)**

## **How can I apply for financial assistance?**

Depending on your ability to pay, you may qualify for the Mayo Clinic Health System Financial Assistance Program. If you would like to determine your eligibility, please request an application form by calling 1-888-838-6193 (toll free).

## **Can I apply for the Mayo Clinic Health System Financial Assistance Program if I have insurance?**

Yes, any adjustment you qualify for under the Mayo Clinic Health System Financial Assistance Program will be made after all of your insurances have paid.

## **Whose income must be included on the application?**

If you are married, both spouse's incomes must be included. If you are over age 18 and can be counted as a dependent on your parent's income tax returns, then both parents' income must be included.

## **How do I qualify for the program?**

Mayo Clinic Health System will review your completed application to determine if you qualify for a discount under the program. This determination is based on your income, family size, assets and other factors.

## **How long does the approval process take?**

Mayo Clinic Health System will send you a letter to let you know whether or not you qualify for the program no later than 30 days from your submission date.

## **What if I have already made payments on my account?**

Mayo Clinic Health System Financial Assistance Program adjustments will be made on any remaining balance. Refunds for prior payments will not be made.

**What services qualify for the Mayo Clinic Health System Financial Assistance Program adjustment?**

All nonelective services received at any Mayo Clinic Health System affiliated site would qualify for a Mayo Clinic Health System Financial Assistance Program adjustment. This discount does not apply to any other Mayo Clinic Health System sites, including Mayo Clinic. You will need to apply and be qualified separately under their criteria and program(s).

**How often do I need to apply for the Mayo Clinic Health System Financial Assistance Program?**

A new application is required every 90 days.

**How does the program work?**

After you have applied and been approved for a Mayo Clinic Health System Financial Assistance Program adjustment, Mayo Clinic Health System will make the appropriate adjustment to your account. You will then be billed for any remaining balance. The remaining balance is due within 15 days of your statement date.