



# Need financial assistance?

As part of its mission and commitment to the community, Baylor Scott & White Health affiliated hospitals provide financial assistance to patients who qualify for assistance pursuant to Baylor Scott & White's Financial Assistance Policy (FAP).

## Eligibility requirements:

All patients can qualify for financial assistance for emergency care or when a Baylor Scott & White facility accepts a transfer from another facility. For non-emergency, medically necessary care, financial assistance is available to patients living in the Baylor Scott & White service area described below as long as the facility is the closest provider to their current residence (including non-Baylor Scott & White affiliated facilities) providing their care.

Established discount guidelines are utilized to determine what amount, if any, will qualify for financial assistance.

- Generally, qualifying patients with family income at or below 200% of the Federal Poverty Guidelines (FPG) will receive a 100% discount.
- Qualifying patients with family incomes ranging from greater than 200% up to 500% of FPG, with Baylor Scott & White medical bills equal to or greater than 5% of their yearly income, are eligible to pay a discounted amount that is the lesser of the patient's account balance or 10% of gross charges.
- Patients must exhaust all other payment options, third-party funding, and medical assistance programs. If a patient does not cooperate and pursue all options, financial assistance may be denied or revoked if already approved.

## How to apply for financial assistance:

Free copies of the FAP and the FAP application, and assistance with answering questions and completing the application, can be obtained through any of these sources:

- In person: Hospital Admission Office
- Over the phone: **1.877.516.0911; Option 1**
- Online: [bsweh.org/helpinghands](https://bsweh.org/helpinghands)
- By mail: Baylor Emergency Medical Centers – Central Billing Office  
Attn: Customer Service Department  
8686 New Trails Drive, Suite #100  
The Woodlands, TX 77381

Additionally, Baylor Scott & White can initiate an assistance application on behalf of the patient. There is no assurance that the patient will qualify for financial assistance. English, Spanish and certain other language versions of the FAP application are available upon request.

## Charges for emergency or medically necessary care:

No patient who qualifies for financial assistance will be charged more for emergency or other medically necessary care than amounts generally billed to patients having insurance.

## Baylor Scott & White service area

Patients living in the counties listed below are eligible for financial assistance for non-emergency, medically necessary care.

Anderson	Burleson	Dallas	Gregg	Hunt	Milam	San Saba	Waller
Austin	Burnet	Denton	Grimes	Johnson	Navarro	Smith	Washington
Bell	Collin	Ellis	Hays	Kaufman	Parker	Tarrant	Williamson
Blanco	Cooke	Fannin	Henderson	Llano	Robertson	Travis	Wise
Brazos	Coryell	Grayson	Hood	McLennan	Rockwall	Van Zandt	Wood

