



## Helping Hand Program

The Helping Hand program provides financial assistance for those patients who are uninsured or underinsured and do not qualify for Medicare. The program also provides a Community Service Prompt Pay discount for those that qualify.

The Helping Hand program will offer a significant discount on the cost of the patients care if the patient qualifies to participate in the program.

- ❖ Patients considered financially indigent or households whose income is below 200% of the Federal Poverty Level will be eligible to have their balance resolved.
- ❖ Patients who are considered Medically Indigent or a person whose medical bills after payment by third party payers exceeds 10% of their annual gross income will be eligible to have their balance resolves.
- ❖ Any household above the Federal Poverty Line (FPL) will have their records reviewed to determine course of actions.
- ❖ Any household whose income is between 201%-400% will be eligible for a discount of the Prompt Pay amount based on a sliding scale.
- ❖ If the patients balance owed is more than 3 months of that patient's income they will be eligible for a discount.

### To apply:

1. Complete application and submit all requested documents
2. Proof of income:
  - **Most recent Tax Return**
  - **2 most recent paycheck stubs**
  - **Bank Statements (3 months)**
3. Provide account number for which you are attempting to settle: \_\_\_\_\_
  - ❖ **If you have additional questions please contact the Business Office @ 877-516-0911, option 1**

### Return the completed package to the following address:

**The Hospitals of Providence  
Attn: Customer Service  
8686 New Trails Drive, Suite 100  
The Woodlands, TX 77381**

- Patient has 30 days from date of service to apply.
- Patient will need to apply for each visit to the emergency room.
- The visit must be a truly emergent need and not "convenience care".