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 patient’s 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 resolved.
- 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 patient’s 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”. 