

Financial Assistance Program

It is Nemours Children's Health policy to provide care, either at a reduced rate or no charge, to patients who qualify for participation in the financial assistance program. The full policy and guidelines for eligibility can be referenced at: [Nemours.org](https://www.nemours.org).

Once a year, we approve and distribute the guidelines for eligibility for assistance, which are based upon income level and other circumstances.

What You Need to Know

- Financial Advocates are available to assist and provide resources to families.
- All applicants for financial assistance are required to apply for all applicable state and/or federally supported assistance programs first.
- Applications to the financial assistance program may be submitted and will process within 240 days from the date of the patient's first billing statement.
- If your eligibility is approved, you won't pay more for emergency or medically necessary care than what's typically charged to insured individuals. This is known as the "amounts generally billed" or AGB.
- Families will be required to recertify their continued participation in the program on an annual basis.
- Failure to make scheduled payments may result in immediate ineligibility for the program.

Any family may request an application and the full policy available from Family Financial Services or at [Nemours.org](https://www.nemours.org). Families are encouraged to fully complete the application. Completed applications should be directed to Family Financial Services.

Application? [Nemours.org/ inancialassistance](https://www.nemours.org/inancialassistance)

If you want to obtain a free copy of the financial assistance policy and the financial assistance application form by mail, you can make a written request to:

Nemours Central Business
Office 10140 Centurion Parkway,
North Jacksonville, FL 32256

Uninsured Discount Program

It is Nemours Children's Health policy to provide services at a predetermined discount for patient families who do not have any health insurance through a third party payer and who do not qualify for charity under the financial assistance program.

What You Need to Know

- Financial Advocates are available to assist and provide resources to families.
- The Financial Advocate may establish a payment plan with the patient family that requires a minimum payment due.
- Patients with outstanding balances will need to make arrangements to bring these accounts current in order to participate in the discount program.
- Participants are eligible to participate in the uninsured discount program for one year following approval of their application and are responsible for reporting any changes to their insurance coverage.

Any family may request an application and the full policy available from Family Financial Services. Families are encouraged to fully complete the application. Completed applications should be directed to Family Financial Services.



Here's How to Contact Us: 844.551.2065

- Press 3 for Delaware Valley
- Press 4 for Jacksonville
- Press 5 for Orlando
- Press 6 for Pensacola