

Financial Assistance Policy Plain Language Summary | *What You Need to Know*

The Children's National Financial Assistance Policy (FAP) provides eligible patients with discounted rates of emergency or other medically necessary healthcare services provided.

Financial Assistance Guidelines

Under District of Columbia and Maryland law, Children's National provides available services to all people in the community. Children's National does not discriminate against a person because of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, family responsibilities, matriculation, political affiliation, physical handicap, source of income, place of residence or business, or because a person is covered by a program such as Medicare or Medicaid or their ability to pay.

Children's National is required to provide a certain volume of services without charge or at a reduced charge to persons unable to pay.

Emergency Services (EMTALA)

Under EMTALA, Children's National will provide, without discrimination, care for emergency medical conditions to individuals regardless of whether they are eligible for Financial Assistance. Children's National complies with the Emergency Medical Treatment and Labor Act (EMTALA) by providing medical screening examinations, emergency services, and treatment to stabilize patients and referring or transferring an individual to another facility, when appropriate. Children's National prohibits any actions that would discourage individuals from seeking emergency medical care.

Determination of Financial Assistance Eligibility

Eligible services are medically necessary and/or urgent. To complete the process, submit a completed Financial Assistance Application, including all required documentation / information. Financial assistance will be granted according to the Federal Poverty Levels (FPL) guideline in effect at the time of the determination. Patients whose family income is at or below 400% of the FPL and who have resided in our primary service area for at least 6 months are eligible for full financial assistance. Approval periods may be granted between 6 months to 1 year.

Billing and Payments

Uninsured (no insurance) patients approved for full financial assistance under the Children's National Financial Assistance program shall not be responsible for any charges associated within the approval period.

Underinsured (not enough to cover costs) patients approved for full financial assistance under the Children's National Financial Assistance program shall only be responsible for applicable copays within the associated approval period.

Obtaining Assistance

How to Apply:

- Download the Financial Assistance Application at childrensnational.org/FinancialAssistance
- Request an application - email at bearbill@childrensnational.org or contact Customer Service at 1-800-787-0021 for a mailed or emailed application, free of charge.

Visit the Financial Information Center (FIC) located at our Main Campus, 111 Michigan Avenue, NW on the first floor, Room 1820.

To check on the status of an application, contact Customer Service at 1-800-787-0021 (option 6)

Ask our staff in our Financial Information Center (FIC) if you are eligible to receive services either without charge or at a reduced charge. If you believe that you have been denied services or not considered for treatment without charge or at a reduced charge without a good reason, contact Customer Service at 1-800-787-0021 (option 6).

Washington, DC: Call the State Health Planning and Development Agency through the D.C. Citywide Call Center at 202-727-1000. If you want to file a complaint, forms are available from the State Health Planning and Development Agency through the Citywide Call Center at 202-727-1000.

Maryland: Contact the Maryland Medical Assistance Program at 1-800-456-8900.

Virginia: For information about insurance coverage in Virginia, visit coverva.org, call 833-522-5582 or call your local Department of Social Services.

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