

## FAQ for Hospital Financial Assistance

Q. If my electric bill is not in my name, do I still provide it?

A. We need proof of residency. We will take another utility bill as proof.

Q. Can I turn in an application to be pre-approved for financial assistance on my NMHS visits?

A. Yes. In non-emergent situations, that will be a requirement.

Q. Is a new application required for each visit?

A. No. Your application is good for one year.

Q. If approved for financial assistance, will it cover all of my medical bills?

A. No. Our financial assistance only covers NMHS facilities and physicians. The following are NOT covered under our assistance policy because they are independent from NMHS.

- Radiology reading
- Anesthesia Physicians

- Emergency Room Physicians
- Independent Labs and radiology centers are also not included. Only NMHS facilities are included.
- Drugs and DME are NOT included.
- Dental work is NOT included.

Q. What if I have accounts with a collection agency?

A. You may be forgiven on those balances. It depends on the age of those balances.

Q. What if I am over income and still unable to pay my balances?

A. There are exceptions that allow us to review each case for financial assistance.

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