

Who to Contact

For questions regarding anything included in this brochure, please call any number listed below.

Financial Counseling
860-679-4120

Billing Office
John Dempsey Hospital: 860-679-2795
University Physicians: 860-679-2689

Office of Social Work
860-679-2287

Office of Patient Relations
860-679-3176

*This brochure is available in
Spanish and Polish.*

Charity and Uncompensated Care



How to Pay?

UConn Health Center
263 Farmington Avenue
Farmington, CT 06030
800-535-6232, 860-679-7692
www.uhc.edu

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Health
Center
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Introduction

The University of Connecticut Health Center, John Dempsey Hospital, and the University Physicians understand that individuals and families may find themselves in circumstances where they have difficulty paying for health care services.

There are options available to help uninsured patients with the charges incurred for medically necessary health care.

Written policies are in place outlining the procedures patients should follow to receive medically necessary services when they are unable to pay for them in part or in whole.

Information about and copies of these policies are available from the departments listed in this brochure.

Questions & Answers

Q. How do I know whether I qualify for free health care?

A. If your household income does not exceed 250 percent of the current Federal Poverty Guidelines, you should complete and sign a Charity Care application. Upon review of your application, we will determine within 3 business days if your care will be provided at no cost to you or the appropriate discount of charges.

Q. If I don't meet the guidelines above, can I still get help paying for my health care?

A. For individuals and families whose income is over 250 percent of the current Federal Poverty Guidelines, assistance is available in form of monthly payment plans.

Q. Is free care only available for certain medical services?

A. Yes. Once you qualify, health care services that are medically necessary will be provided at no cost to you or at the appropriate discount of charges based on your income.

Q. Where can I get an application for free medically necessary care?

A. Applications for charity care and a notice of its availability can be obtained from all departments listed in this brochure. These applications are available in English, Spanish and Polish.

Q. Is help with the application process available?

A. Yes. The Health Center provides experienced financial counselors, billing office staff, case managers and social workers to help the patient and family members with the application process. To obtain help, please call one of the departments listed in this brochure.

Q. Do I have to fill out an application every time I come for health care?

A. No. Once you qualify for free or uncompensated care, the qualification is good for six months, and covers current balances not related to deductibles and/or coinsurance. Patients wishing to continue receiving charity care beyond the period of six months will be referred to Patient Financial Services.