Do You Need Help Paying Your Hospital Bill?

Nonprofit hospitals are required to offer help with paying bills. Hospitals in Ohio already participate in the Hospital Care Assurance Program (HCAP) which helps people making less than the federal poverty limit. Hospital financial assistance policies are required to help people above the federal poverty limit.

You can find your hospital’s financial assistance policy on our website or by talking with the hospital’s billing department.

If you need help paying your hospital bill:

1. Ask the hospital for a copy of the Financial Assistance Policy as soon as you get the bill, the policy must explain how to apply for help.
2. Fill out the hospital’s application form and be ready to provide information about your income, including last year’s tax forms or a current pay stub, and your expenses, including your rent or mortgage payment, utilities, credit cards, and other debts.
3. Ask the hospital:
   a. how long it takes to process your application for financial assistance,
   b. how to get answers to questions about the application, and
   c. what happens with your bill in the meantime.
4. Keep notes of all the conversations you have with hospitals or debt collectors.
5. Regularly follow up with the hospital about the status of your application.

If you are not getting the help you need, UHCAN Ohio can help you understand the hospital’s published policy and complete the application.

We would appreciate hearing about your experiences with medical bills and financial assistance so we can understand the problems, provide advice and advocate for policy change. Send us an email if you need help or would like to talk about your experience info@uhcanohio.org.

Find your hospital’s required financial assistance policy here -