



## Programs to Help You Afford Health Services

### What is the purpose of these programs?

The MetroHealth System has programs that may help you afford your medical bills. These Financial Assistance Programs are here to help you with your financial needs so you can concentrate on a healthier you.

### How can I learn more about the programs? There are several ways to find out more.

1. You can call The MetroHealth System's Financial Eligibility Team at 216-957-2325 to discuss your specific needs. Our staff is here to help you determine which Financial Assistance Program would best fit your needs.
2. Visit The MetroHealth System's website [www.metrohealth.org](http://www.metrohealth.org) and click on Financial Assistance.

### Can you help me with Medicaid redeterminations when it is time to renew my Medicaid?

We are able to assist with Medicaid redeterminations as a walk-in appointment (no appointment necessary) at the following locations

1. Buckeye, Brooklyn, Main Campus (admitting towers), Outpatient Pavilion Plaza Clearance Center from 8 a.m. – 4 p.m.
2. J. Glen from 8:30 a.m. – 4:30 p.m.
3. If you would like to schedule at other locations for Medicaid redeterminations please call 216-957-2325.

### What are The MetroHealth System's Financial Programs?

You may qualify for a program specific to your needs based on the Federal Poverty Guidelines, available under Financial Assistance at [www.metrohealth.org](http://www.metrohealth.org). Medicaid and our Financial Assistance Programs use these guidelines to qualify patients for the different types of assistance. Your income and family/household size are reviewed by The MetroHealth System's Financial Eligibility Team. This review determines what amount of reduction you may receive to your charges.

**☐ Income is Up to 100% of Federal Poverty Guidelines:  
Bill is reduced by 100% OR 75% depending on residency  
How do you qualify?**

- Income is 0 – 100% of the Federal Poverty Guidelines
- Ohio residents receive a reduction of 100% (patient will not receive a bill)
- Non-Ohio residents requiring Emergency, Trauma, or Burn Care receive a reduction of 100% (patient will not receive a bill)
- Non-Ohio residents for all other services will be provided assistance to receive services in their home state OR receive a reduction of 75%



- ❑ **Income is 101 – 300% of Federal Poverty Guidelines:  
Bill is reduced by 100% OR 75% depending on residency**  
**How do you qualify?**
  - Income is between 101 – 300% of the Federal Poverty Guidelines
  - Cuyahoga residents receive a reduction of 100% (patient will not receive a bill)
  - Non-Cuyahoga residents requiring Emergency, Trauma or Burn Care receive a reduction of 100% (patient will not receive a bill)
  - Non-Cuyahoga residents for all other services will be provided assistance to receive services in their home county or state OR receive a reduction of 75%
  
- ❑ **Income is 301 – 400% of Federal Poverty Guidelines:  
Bill is reduced by 75%**  
**How do you qualify?**
  - Income is 301 – 400% of the Federal Poverty Guidelines
  - Assessment of the patient's income and assets
  - Cuyahoga residents receive a reduction of 75%
  - Non-Cuyahoga residents requiring Emergency, Trauma or Burn Care receive a reduction of 75%
  - Non-Cuyahoga residents for all other services will be provided assistance to receive services in their home county or state OR receive a reduction of 75%
  
- ❑ **Income is Over 400% of Federal Poverty Guidelines:  
Bill is reduced by 65% OR 50% depending on residency**  
**How do you qualify?**
  - Your income is above 400% of Federal Poverty Guidelines
  - You have no insurance or coverage for your services.
  - Cuyahoga County resident receive a reduction of 65%
  - Non-Cuyahoga County residents receive a reduction of 50%
  
- ❑ **Presumptive Charity**

The MetroHealth System has a way to check if you have the ability to pay. We *may* give you charity care in some cases in the event that you do not contact us or apply for financial help. This is only if you do not inform us of insurance coverage.