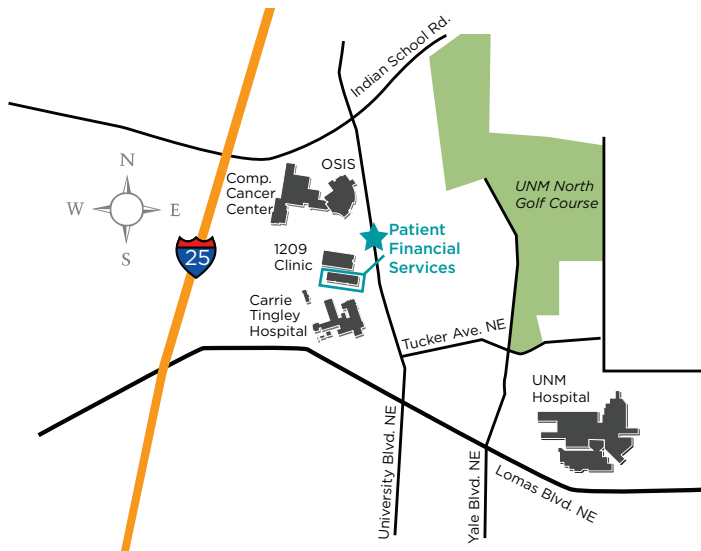




1131 University Blvd NE, Suite D
 Albuquerque, NM 87102
 Patient Financial Services 505-272-2521



*Parking permit
 will be given at
 time of check in.



2211 Lomas Blvd. NE
 Albuquerque, NM 87106
 Patient Financial Services 505-272-2521
 Main Switchboard 505-272-2111

Getting Help With Your Medical Bills

UNM Health Financial Assistance Programs



The University of New Mexico Hospitals do not discriminate against any person on the basis of race, color, national origin, disability, or age in admission, treatment, or participation in its programs, services and activities, or in employment. For further information about this policy, or to discuss concerns, contact:

University of New Mexico Hospitals' Patient Advocate

505-272-2121

or TDD/State Relay 1-800-659-1779

November 2019



WHAT DO I NEED TO BRING?

You will need the following information at your appointment for financial assistance, but not limited to the following:

- Proof of residency (example: utility bill, rental agreement, mortgage statement)
- Proof of income (example: check stub, income taxes)
- Identification (example: government issued ID, driver's license, passport)
- Birth certificates for anyone applying
- Names, dates of birth and social security numbers of household members if applicable
- Social Security cards (if any)
- Bank statements (if any) for the past 60 days

There may be additional documents needed. If there are any questions regarding documentation, please call Patient Services at **505-272-2521** or visit our web site at: **goto.unm.edu/billing-insurance**

Proof of residency must be in the applicant's name.

If you do not have an original or certified copy of your birth certificate and you are born in New Mexico, you can obtain a copy at Vital Records **505-841-4185**.

WHAT IS COVERED?

Financial Assistance programs are available for medically necessary services provided and **only valid at UNM Hospital and clinics within Bernalillo County**.

Services may be covered depending upon the financial assistance program approved for. The Financial Assistance Representatives will help you apply for the best program that best fits your needs. **Household income/assets will be used in determining approval for financial assistance.**

All financial assistance programs may require a co-pay or down payment for services received, which will be discussed at the time you are approved for financial assistance. If you already have insurance coverage, we may be able to help you with reducing your out-of-pocket costs including co-payments and deductibles.

HOW DO I APPLY?

To make an appointment with a Financial Assistance representative please call: **505-272-2521**

or Toll Free at:
1-877-909-6661

8:00 A.M. to 5:00 P.M. Monday-Friday
Bilingual services are available.

When you call, your financial services representative will let you know if your appointment will be held at 1131 University Blvd. NE, Suite D, Albuquerque, NM 87102, or at one of our off-site clinics.

WHAT PLANS ARE OFFERED?

Self-pay Discount Program

Information about the program:

- Must be a New Mexico resident with the intent to stay in state
- Need to provide current income
- Assets cannot exceed \$20,000.00
- Pharmacy services are discounted
- Undocumented patients may apply to the program
- A Social Security card is not required to be approved
- This program is only available at UNM Hospitals

Other Assistance Available

- UNM Care
- Out Of County Indigent (OOCI) (Only available at UNMH)
- SRMC Care (Sandoval County Residents only)
- New Mexico Health Exchange (NMHIX)
- New Mexico Medical Insurance Pool (NMMIP)
- New Mexico Medicaid
- Emergency Medical Services for Aliens (New Mexico EMSA)
- Billing questions for UNMH, UNMMG, SRMC
- Payment Plans

***Financial Assistance Programs can be accepted at UNMH and SRMC, depending on the Financial Assistance Program you are qualified for.**