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To print brochures go to the UNM Hospitals Financial Aid and Payment Plans website: <http://hsc.unm.edu/health/patients-visitors/financial-assistance> and click on the PDFs under Need Help with Your Bills? (Brochure) on the right side of the page.

June 2018

Need Help with  
Your Medical Bills?

## UNM Hospitals Financial Assistance Programs



[hsc.unm.edu/health](http://hsc.unm.edu/health)

2211 Lomas Blvd. NE  
Albuquerque, NM 87106

Patient Financial Services: 272-2521

Main Switchboard: 272-2111

## What plans are offered?

### UNM Care Program Financial Assistance

- Must be resident of Bernalillo County with the intent to stay in Bernalillo County
- Social Security Number (if any)
- Income and assets within guidelines
- You may qualify for UNM Care secondary coverage if you have Medicaid/Medicare or insurance
- You may be asked to provide other information based on your situation

### Out-of-County Financial Assistance

- Must be resident of NM with intent to stay
- Needed services are not provided in home county
- Social Security Number (if any)
- Income and assets within guidelines
- Primary care not covered
- You may be asked to provide other information based on your situation

### Discount/Repayment Program

- Must be NM resident with intent to stay
- A Social Security Number is **not** required
- Will receive a 45% reduction in billed charges
- Income and assets within guidelines
- Pharmacy services discounted
- Undocumented people may apply
- UNMH will not send accounts to external collection agencies but will manage accounts internally

### We Can Also Help With Medicaid:

If you were born in New Mexico we may be able to obtain this information online. You will need your original birth certificate if you are applying for Medicaid.

You may also be able to obtain a certified copy of your birth certificate by calling New Mexico Vital Records at (505) 841-4185



## What is covered?

Financial assistance programs are available for medically necessary services provided at UNM Hospitals and Clinics. These services may be covered depending upon the financial assistance program.

Examples of services:

- Clinic visits
- Labs
- Diagnostics
- Pharmacy
- Surgeries
- Hospital admissions

All financial assistance programs may require a co-payment or down-payment for services received. Please see income chart on reverse side for monthly income guidelines.

If you already have other insurance coverage, we may be able to help with reducing your out of pocket costs including co-payments and deductibles.

## How Do I Apply?

To make an appointment with a financial representative please call:

**505-272-2521**

or Toll Free at:

**1-877-465-2368**

8:00 a.m. to 5:00 p.m. Monday-Friday

Bilingual services are available.

We can also help you to apply for Medicaid coverage if you qualify.

**UNM Financial Programs are not insurance and do not meet the requirements to avoid a tax penalty as required under the ACA.**

## Documents You May Need

You will need to bring any of the following information that applies to your situation to your financial assistance appointment:

- Proof of where you live (example: utility bill, rental agreement, mortgage statement) This must show the applicants name
- Proof of income (example: check stub, income taxes, statement from your workplace)
- Identification (example: government issued ID, driver's license, passport)
- Names, dates of birth and social security numbers (if any) of household members
- Bank statement (if any)
- If you are missing information needed to apply for assistance please talk with us. There may be other information we can use to help you.
- For information needed to apply for a specific program please call us at 272-2521