

# Patient Financial Counseling: What is it?

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## **What can Patient Financial Counseling help me with?**

### **Health coverage**

We can help determine your eligibility, application and enrollment for Michigan Medicaid, Children's Special Health Care Services and marketplace plans.

### **Billing and insurance**

We can assist you with determining health care coverage, out of pocket costs, and find out if Michigan Medicine has a contract with your insurance plan. Our patient financial counselors act as a liaison between Michigan Medicine and your insurance company to resolve billing issues.

### **Price transparency**

We want to help you determine what your out-of-pocket cost is going to be so that you can make informed choices about your healthcare.

### **Payment arrangements**

Whether you are uninsured or insured, we can explore financial options that may be available to you.

### **Financial assistance**

Our policy supports medically necessary healthcare for all people, regardless of their ability to pay. MSupport is our financial assistance program that may help you if you are uninsured or have limited or exhausted insurance benefits.

Please visit [www.uofmhealth.org/financial-assistance](http://www.uofmhealth.org/financial-assistance).

## **Where is Patient Financial Counseling located?**

Patient Financial Counseling is located in the following Michigan Medicine buildings:

### **Ann Arbor:**

- Patient Business Services Center -Level 2, University Hospital South (Mott connector)

- Taubman Center- Level 2, Room 2003a
- Cancer Center - Room B1361
- Kellogg Eye Center - Room 120d
- East Ann Arbor Health Center - Room 1407
- 700 KMS Place - 3621 South State St.

**Ypsilanti and Brighton:**

- Ypsilanti Health Center - Suite 2003
- Brighton Health Center - Room 1009
- Brighton Center for Specialty Care- Room 1006

**What is the contact information?**

**Email:** Pfc-counselors@med.umich.edu

**Online:** Patient portal homepage at myuofmhealth.org: Once you are signed in, select the Billing & Insurance tab.

**Phone:** (877) 326-9155

At Michigan Medicine we are committed to providing the highest quality healthcare and outstanding service with your insurance and billing. We are here to assist you with all financial aspects of your care.

Disclaimer: This document contains information and/or instructional materials developed by Michigan Medicine for the typical patient with your condition. It may include links to online content that was not created by Michigan Medicine and for which Michigan Medicine does not assume responsibility. It does not replace medical advice from your health care provider because your experience may differ from that of the typical patient. Talk to your health care provider if you have any questions about this document, your condition or your treatment plan.

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