

## **PLAIN LANGUAGE SUMMARY OF FINANCIAL ASSISTANCE POLICY**

Michigan Medicine is committed to serving residents of the State of Michigan who cannot obtain necessary medical care because of their inability to pay.

### Eligibility

Our financial assistance program is called MSupport. Here is how we determine who qualifies for MSupport:

- Household income is not more than 300% of the Federal Poverty Level.
  - Information about the Federal Policy Level can be found here:  
<https://www.healthcare.gov/glossary/federal-poverty-level-fpl/>
- The patient is a resident of the State of Michigan.
- Services are considered medically necessary—this is determined by the Michigan Medicine providers who perform those services.
- If you don't meet all of these requirements, you may be considered on an exception basis. Contact us at the phone, web site or email below for more information.

### What MSupport Covers

- 100% of a patient's Michigan Medicine care when the patient is uninsured
- Non-covered services for Michigan Medicine patients who have insurance
- Prescriptions filled at Michigan Medicine pharmacies and pharmacies that have a contract with Michigan Medicine

### How to Apply for MSupport

- Contact our financial counselors by phone at (855) 855-0863 or (734) 615-0863, Monday-Friday, 8 am-4 pm
- Complete an MSupport application online: <https://www.uofmhealth.org/patient-visitor-guide/financial-assistance>
- Visit the Patient Portal, 24 hours a day, seven days a week at [www.MyUofMHealth.org](http://www.MyUofMHealth.org)
- Email us at [PFC-Counselors@med.umich.edu](mailto:PFC-Counselors@med.umich.edu)
- Information you may be asked to provide includes
  - Tax returns
  - Income statements
  - Bank statements
  - Retirement account statements
  - Identification showing that you live in Michigan
  - Information about insurance you have or have applied for

Patients who qualify for MSupport cannot be charged more than the Amounts Generally Billed (AGB) for medically necessary care. Please note that, once deemed eligible for MSupport financial assistance, patients will not be billed for medically necessary care, as all such charges are written off due to the 100% discount.

### Paper Copies of MSupport Documents and Applications in Various Languages

If you would like paper copies of this summary, the complete financial assistance policy, or an application in a different language, please let us know by contacting us at the phone numbers, web site or email listed above. Applications are available in Arabic, English, Chinese, Japanese and Spanish.