

# Financial Assistance, Charity Care and Payment Plan Information

## Financial Assistance Program

Many of our patient families who do not have health insurance are surprised to learn that their child may qualify for help. Children's Hospital Colorado works with eligible patients and families to apply for government aid for hospital services. If patients and their families are not eligible for government aid, the Financial Counseling team may be able to offer other financial aid in the form of discounts and payment plans.

The Financial Assistance Program is available to all patients who do not have health insurance and live in the United States. We expect families to use all available resources before financial aid will be considered.

Qualifications for many assistance programs require applicants to meet federal poverty income guidelines based on the Federal Poverty Level (located at [www.childrenscolorado.org](http://www.childrenscolorado.org)). Eligibility for financial aid depends upon family size, income, and the age of the applicant.

Please call us at 720-777-7001 to speak with a Financial Counselor. They will help you apply for financial aid programs that are available.

## Children's Hospital Colorado Charity Program

Children's Hospital Colorado Charity Program provides financial aid to patients and families in need. The decision to provide charity care will, in most cases, be based on a review of the family's income, assets and liabilities at the time of visit, and will typically result in a sliding-scale co-payment due from the family.

Copies of our Financial Assistance Policy and Application are available online ([childrenscolorado.org](http://childrenscolorado.org)) or by visiting or calling our Financial Counseling offices at these locations:

**Children's Hospital Colorado, Anschutz Medical Campus**  
13123 East 16th Avenue, Aurora, CO 80045  
Phone: 720-777-7001

**Children's Hospital Colorado, Colorado Springs**  
4090 Briargate Parkway, Colorado Springs, CO 80920  
Phone: 719-305-9993

Copies are available for free in multiple languages, including English and Spanish.

## What are the general requirements?

*\*Exceptions may apply*

- Ineligibility for Medicaid, Child Health Plan+, Colorado Indigent Care Program, and other health insurance
- Federal Poverty Level below 250%; accounting for household size, income, and liquid assets
- Submission of required information within 365 days from the date that the first post-discharge billing statement for the care is provided

## Amounts Generally Billed (AGB)

Children's Hospital Colorado limits the amount charged for care it provides to any individual who is eligible for Financial Assistance. CHCO uses the look-back method as defined in federal regulation §501(r) to determine the AGB.

## Payment Plan Options

Children's charges are consistently applied to all patients regardless of their ability to pay or method of payment. Children's Hospital Colorado provides flexible payment plan options for our patients and families. While many payment plans do not exceed 6 months, exceptions can be made on a case-by-case basis. To set-up a payment plan, please call us at 720-777-6422 to speak with a Customer Service representative.

