



Financial Assistance

Your Financial Health

At Aurora, it's our mission to help you live well. That means helping you achieve your best health in every area of your life – from your physical and emotional health to your financial health as well.

Financial health means understanding the cost of your health care services. It also means having access to the plans, programs, and financial assistance options that are right for you.

If you want to learn more about your financial assistance options, contact one of our friendly Financial Advocates for a free, personalized financial assessment.

During the assessment, your Advocate will:

- Identify your unique health care needs
- Assist with understanding potential cost of medical treatment
- Discuss your financial assistance options

Call **800-326-2250** to speak with one of our Financial Advocates today.

You Have Options

If you need medical attention but are worried you can't afford it, speak with a Financial Advocate to see if you qualify for financial assistance.

Many of our patients have found medical financial assistance through programs like:

Wisconsin Medical Assistance (<http://www.access.wisconsin.gov/>)

From health to nutrition to childcare, this program offers medical assistance to minor children, pregnant women, families with children, and childless adults. There is also help available for blind, elderly and disabled individuals.

Veterans Affairs Medical Benefits (<http://www.milwaukee.va.gov/>)

Veterans Health Administration helps eligible veterans get the benefits they need.

Crime Victim Compensation Program (<https://www.doj.state.wi.us/ocvs/compensation/crime-victim-compensation-program-compensation-your-financial-losses>)

If you've been the victim of a crime, there is coverage available to help with your medical expenses.

Affordable Care Act (<http://www.healthcare.gov/>)

Shop for your health insurance through the marketplace. Based on your family's size and income, you may be eligible for premium assistance or tax subsidies to assist with the cost of your health insurance premiums.

Helping Hand

Our financial assistance program, Helping Hand, is designed to assist people who don't have insurance and are within a certain income range. With Helping Hand, you can get the quality Aurora care you deserve – no matter what life throws your way.

Am I Eligible for Helping Hand?

You're eligible to apply for Helping Hand if you:

- Live in Wisconsin or another Aurora service area
- Are an established Aurora patient
- Have already tried to get financial assistance from other sources, such as Federal, state or local programs or grants, or have tried to get help privately
- Do not have medical coverage through any public or private *insurance programs* (<https://www.aurorahealthcare.org/patients-visitors/billing-payment/insurance-claims/insurance-providers>)

Please note that patients eligible for Helping Hand will not be charged more than amounts generally billed for emergency and other medically necessary care.

Which Medical Services are Covered?

Helping Hand is committed to helping those in medical need. That's why we cover medically necessary services related to an illness or injury.

Please note that Helping Hand does not cover elective, preventative, or routine medical services.

In addition to the criteria mentioned above, eligibility for our Helping Hand program is based on certain income guidelines:

Family Size	Federal Poverty Level	100% Discount Income Below
1	\$12,760	\$31,900
2	17,240	\$43,100
3	21,720	\$54,300
4	26,200	\$65,500
5	30,680	\$76,700
6	35,160	\$87,900
7	39,640	\$99,100

8	44,120	\$110,300
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Please note: You must apply for Helping Hand within 240 days of your first billing statement. The guidelines are not intended to discourage anyone from seeking medical care. This is not a health insurance program, and there are limitations to the services that are eligible.

Take The Next Step

If you have questions about medical financial assistance or are ready to speak with a Financial Advocate, call **800-326-2250**. Financial advocates are also located in all of our hospitals and many of our clinics. Ask any of our caregivers where to locate the financial advocate most convenient for you.

Helpful Resources

Read our **Financial Assistance brochure** in *English*

(<https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/financial-assistance-brochure.pdf?la=en&hash=057F07512C033CF18EB29657CE96B09127A1B82A>) ,

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(<https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/financial-assistance-brochure-arabic.pdf?la=en&hash=1279EBF570F5EC278CBD10C0447CEE3042DBF880>) ,

Español

(<https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/financial-assistance-brochure-spanish.pdf?la=en&hash=7B1BF8D860474C3ECC5401B30EB7ED262E0C47DA>) ,

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(<https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/financial-assistance-brochure-hmong.pdf?la=en&hash=FCE27518621DB9999D7122CBFB0B119D295B667C>) or

Русский

(<https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/financial-assistance-brochure-russian.pdf?la=en&hash=5D8377FDF85FA830F90759E35AFE74136761026B>) .

View our **Helping Hands Policy** in *English*

(<https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hands-policy.pdf?la=en&hash=ACFCBEE5DC669920A69CD14BB69240C624D1AC10>) ,

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(<https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hands-policy-arabic.pdf?la=en&hash=D7130D6633E88F46DE2950B62A09F00D8233B10F>) ,

Español

(<https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hands-policy-spanish.pdf?la=en&hash=1F79F6E2DCC4D7C7194441B810DDD9AEF532ABFD>) ,

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(<https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hands-policy-hmong.pdf?la=en&hash=1F79F6E2DCC4D7C7194441B810DDD9AEF532ABFD>) .

[insurance/helping-hands-policy-hmong.pdf?](https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hands-policy-hmong.pdf?la=en&hash=8C0FB9BDE3E6BC18CA67A5E32F3190E86FCF3564)

[la=en&hash=8C0FB9BDE3E6BC18CA67A5E32F3190E86FCF3564](https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hands-policy-russian.pdf?la=en&hash=A972E47B77666B7E6834A9FFA9254E2F4B6DEA07)) , or **Русский**
([https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hands-policy-russian.pdf?](https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hands-policy-russian.pdf?la=en&hash=A972E47B77666B7E6834A9FFA9254E2F4B6DEA07)
[la=en&hash=A972E47B77666B7E6834A9FFA9254E2F4B6DEA07](https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hands-policy-russian.pdf?la=en&hash=A972E47B77666B7E6834A9FFA9254E2F4B6DEA07))

You can also view our complete **Collection Policy** by *clicking here*
(<https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/patients-visitors/ahc-collection-policy.pdf?la=en&hash=43B6653B0559EB33F2BE67B79C30730AEC317223>) .

Complete the **Helping Hand Assistance Application** in *English*
([https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hand-application.pdf?](https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hand-application.pdf?la=en&hash=FC38E975F1DD19E799270F759F327DE63C4C7526)
[la=en&hash=FC38E975F1DD19E799270F759F327DE63C4C7526](https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hand-application.pdf?la=en&hash=FC38E975F1DD19E799270F759F327DE63C4C7526)) ,

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[la=en&hash=090689BBE28E56AC1FF4A69046F2C0561F1A0225](https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hand-application-ara.pdf?la=en&hash=090689BBE28E56AC1FF4A69046F2C0561F1A0225)) ,

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([https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hand-application-sp.pdf?](https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hand-application-sp.pdf?la=en&hash=E362DD170AB26A562C1E31F3C819568BD6F81B17)
[la=en&hash=E362DD170AB26A562C1E31F3C819568BD6F81B17](https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hand-application-sp.pdf?la=en&hash=E362DD170AB26A562C1E31F3C819568BD6F81B17)) ,

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([https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hand-application-hmn.pdf?](https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hand-application-hmn.pdf?la=en&hash=6B11A175F32E0A49F52B3A6D5BC9A331E53EE523)
[la=en&hash=6B11A175F32E0A49F52B3A6D5BC9A331E53EE523](https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hand-application-hmn.pdf?la=en&hash=6B11A175F32E0A49F52B3A6D5BC9A331E53EE523)) or

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([https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hand-application-rus.pdf?](https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hand-application-rus.pdf?la=en&hash=C8121822A4C95734128DAAB75E3AC2AF187642A4)
[la=en&hash=C8121822A4C95734128DAAB75E3AC2AF187642A4](https://www.aurorahealthcare.org/-/media/aurorahealthcareorg/documents/billing-insurance/helping-hand-application-rus.pdf?la=en&hash=C8121822A4C95734128DAAB75E3AC2AF187642A4)) .

Get more information about **Aurora's Financial Assistance Policy** by calling **800-326-2250** (Option 6), or by writing to:

Financial Assistance
P.O. Box 0909996
Milwaukee, WI 53209 – 09996