

# Financial Assistance Programs

**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.**

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.

This is a summary of our financial assistance program, Helping Hand. It is designed to assist people who don't have insurance and are within a certain income range.

## Am I eligible for Helping Hand?

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

- Permanently reside in Wisconsin or within the Aurora service area
- Have already tried to get financial assistance from other sources, such as federal, state or local programs
- Have a household income of 250 percent of the federal poverty level or less
- You apply for financial assistance within 240 days of your first billing statement

## What's covered?

- Emergency and medically necessary services related to an illness or condition
- Elective, preventive/routine services do not qualify
- Services may not be covered by any private or public insurance programs

Patients eligible for Helping Hand will not be charged more than amounts generally billed to individuals who have insurance covering emergency and other medically necessary care.

Helping Hand is not a health insurance program and there are limitations to the services that are eligible. Medically necessary services will be covered at 100 percent.

## For additional information or to apply for Aurora's Helping Hand program:

- Financial Advocates are located on-site in all of our hospitals and many of our clinics to assist you. Ask any of our caregivers where to locate the Financial Advocate most convenient for you.
- To find the full financial assistance policy or to get your own application, visit [aurora.org/helpinghand](http://aurora.org/helpinghand) or call 1-800-326-2250. You can also message us on the [aurora.org/helpinghand](http://aurora.org/helpinghand) site.
- You can also request these documents by mail. Send your request to:  
Financial Assistance,  
PO Box 51116, New Berlin WI 53151

Our financial assistance policy, application, and this brochure are available in English, Spanish, Hmong, Arabic, and Russian.

*If you do not qualify for the Helping Hand assistance, you will be notified as to why you are not eligible. Payment arrangements will need to be made for any outstanding bills or charges.*

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