

COVID-19: Find up-to-date information on care, testing, safety precautions, virtual services and visitor restrictions. [👉 \(/coronavirus\)](#)

Financial Services and Assistance Program

Section Navigation



Patient Financial Services is available to assist you with any questions concerning your facility bill.

To promote social distancing, please consider the following steps prior to meeting with a financial counselor.

Have a question about your bill?

Customer service representatives are available to assist you Monday through Friday, 8 a.m. – 4 p.m. Call [800-466-9670 \(tel:800-466-9670\)](tel:800-466-9670) or access via [MyChart \(/mychart\)](#).

Need to make a payment?

Financial counselors are available to take your deposits and prepayments via phone at [414-805-6206 \(tel:414-805-6206\)](tel:414-805-6206), Monday through Friday, 8 a.m. – 4:30 p.m.

If you are making a payment on a prior account balance, please call the number listed on your statement. You can also pay your bill here on the website or by logging into [MyChart \(/mychart\)](#).

Need a financial assistance application?

Applications are available here on the website.

[Download application \(/sites/default/files/upload/docs/froedtert-health/patient/financial-assistance-application.pdf\)](#) | [Descargar la solicitud \(/sites/default/files/upload/docs/froedtert-health/patient/financial-assistance-application-spanish.pdf\)](#)

Applications and documentation can be faxed to [414-777-1503](tel:414-777-1503) (tel:414-777-1503), mailed to the address listed on the application or e-mailed to financial.assistance@froedtert.com (<mailto:financial.assistance@froedtert.com>).

Need to speak with a financial counselor for other reasons?

Financial counselors are available to assist you via phone at [414-805-6206](tel:414-805-6206) (tel:414-805-6206), Monday through Friday, 8 a.m. – 4:30 p.m.

Patient Financial Services & Financial Counselors

Financial counselors are available to answer your questions regarding programs for which you may qualify if you are uninsured or underinsured. They can help you determine if you are eligible for financial assistance programs and will provide you with the necessary information to apply for those programs.

For Patient Financial Services for your Froedtert & the Medical College of Wisconsin bill:

Location

Froedtert Health Corporate Center
400 Woodland Prime
N74 W12501 Leatherwood Court
Menomonee Falls, WI 53051

Walk-In Hours

Temporarily closed due to COVID-19.

Patient Billing Customer Service: [800-803-8155](tel:800-803-8155) (tel:+1-800-803-8155)

Monday – Thursday: 8 a.m. – 8 p.m.

Friday: 8 a.m. – 5 p.m.

Saturday: 9 a.m. – 1 p.m.

Froedtert Hospital

Financial Counselor: [414-805-6206](tel:414-805-6206) (tel:+1-414-805-6206)

Monday – Friday: 8 a.m. – 4:30 p.m.

Froedtert Menomonee Falls Hospital

Financial Counselor: [262-257-3821](tel:262-257-3821) (tel:+1-262-257-3821)

Monday – Friday: 8 a.m. – 4 p.m.

Froedtert West Bend Hospital

Financial Counselor: **262-836-8077** (tel:+1-262-836-8077)

Monday – Friday: 8 a.m. – 4 p.m.

Froedtert & the Medical College of Wisconsin Community Physicians

Financial Counselor: **877-443-5176** (tel:+1-877-443-5176)

Monday – Friday: 8 a.m. – 4:30 p.m.

For your Medical College of Wisconsin professional services bill for dates of service prior to Dec. 1, 2018:

Location

Research Park Center
10000 Innovation Drive
Milwaukee, WI 53226
(3rd Floor, Suite 300)

Walk-In Hours

Monday – Friday: 8 a.m. – 4:30 p.m.

Medical College of Wisconsin

Patient Billing Customer Service: **800-242-1649** (tel:+1-800-242-1649)

Financial Counselor: **414-805-6206** (tel:+1-414-805-6206)

Monday – Friday: 8 a.m. – 4:30 p.m.

Financial Assistance Program

We understand there are times where patients are not able to afford their hospital bills. The Financial Assistance Program is designed to assist patients in this manner.

Patients who qualify for the program will receive care with no obligation or discounted obligation to pay for services. A simple application must be completed in order to apply for the Financial Assistance Program.

Froedtert Health determines eligibility based on income, assets, and family size. The initial eligibility period for Financial Assistance is six months from the application date. Each patient will need to re-apply at the end of each six month period in order to continue in the Financial Assistance Program. A new completed application is required to re-apply.

- [Read the Financial Assistance Policy - Plain Language Summary \(/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-plain-language-english.pdf\)](/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-plain-language-english.pdf)
- [Ver la Política de ayuda económica – el Resumen en lenguaje sencillo \(/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-plain-language-spanish.pdf\)](/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-plain-language-spanish.pdf)
- [Прочитайте Политику финансовой помощи - Краткий обзор на простом языке \(/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-plain-language-russian.pdf\)](/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-plain-language-russian.pdf)
- [ملخص اللغة البسيطة - اقرأ سياسة المساعدة المالية \(/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-plain-language-arabic.pdf\)](/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-plain-language-arabic.pdf)
- [Nyeem Tsab Cai Kev Pab Nyiaj Txiag - Cov Lus Tseem Ceeb Lus \(/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-plain-language-hmong.pdf\)](/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-plain-language-hmong.pdf)
- [Read the Complete Financial Assistance Policy \(/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-full-version-english.pdf\)](/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-full-version-english.pdf)
- [Ver la Política de ayuda económica completa \(/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-full-version-spanish.pdf\)](/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-full-version-spanish.pdf)
- [Ознакомьтесь с Полной политикой финансовой помощи \(/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-full-version-russian.pdf\)](/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-full-version-russian.pdf)
- [اقرأ سياسة المساعدة المالية الكاملة \(/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-full-version-arabic.pdf\)](/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-full-version-arabic.pdf)
- [Nyeem Ua tiav Tsab Cai Txog Kev Pab Nyiaj Them Nqi \(/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-full-version-hmong.pdf\)](/sites/default/files/upload/docs/patients-visitors/bill/financial-assistance-policy-full-version-hmong.pdf)
- [Billing and Collections Policy \(/sites/default/files/upload/docs/froedtert-health/patient/billing-and-collection-policy.pdf\)](/sites/default/files/upload/docs/froedtert-health/patient/billing-and-collection-policy.pdf)

Qualifying Patients

Financial Assistance may be provided to qualified patients who:

- Have or will receive medically necessary services at Froedtert & the Medical College of Wisconsin
- Have cooperated with the respective hospital in seeking out and applying for other potentially available financial assistance programs.
- Have exhausted any and all insurance and other available financial assistance programs such as Medicaid or BadgerCare.
- Lack the financial resources to pay for services rendered at a Froedtert Health entity.

Patients who have insurance or other third party sources of payment for their health care may still qualify for financial assistance for the portion of the hospital bill that may be their own personal obligation to pay. Examples are deductibles and co-payments.

Excluded Services

Services not covered by the Financial Assistance program include but are not limited to the following list:

- Bariatric Surgery
 - Cosmetic Surgery
 - Services provided as part of a clinical trial
 - Corporate Wellness services
 - Massage Therapy services
 - Personal Trainer services
 - Reproductive Medicine
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- Non Medically necessary services
 - Transplant Services
 - Driving evaluations
 - Self pay drug screening programs
 - Self pay speech services
 - Alternative medicine services

Financial Assistance Application

Download the financial assistance application:

[Download application \(/sites/default/files/upload/docs/froedtert-health/patient/financial-assistance-application.pdf\)](/sites/default/files/upload/docs/froedtert-health/patient/financial-assistance-application.pdf)

[Descargar la solicitud \(/sites/default/files/upload/docs/froedtert-health/patient/financial-assistance-application-spanish.pdf\)](/sites/default/files/upload/docs/froedtert-health/patient/financial-assistance-application-spanish.pdf)