

# Financial Assistance Summary



Cook Children's works to deliver compassionate, high-quality, affordable health care services to its patients. Financial assistance is available to eligible patients and families that are uninsured, underinsured, ineligible for a government program, or otherwise unable to pay for medically necessary care based on their financial situation.

Cook Children's financial assistance policy provides detailed information about the process for obtaining financial assistance, the eligibility criteria and the types of assistance available. You can obtain free copies of the policy and a financial evaluation form, in English and Spanish, through any of these sources:

In person: Patient Registration department and  
Emergency department  
Online: [cookchildrens.org/financial-assistance](https://cookchildrens.org/financial-assistance)  
By mail: 801 7th Ave.  
Fort Worth, TX 76104  
Attn: Central Billing Office  
By phone: 682-885-1860 or 888-852-6635

## Who is eligible?

All patients are eligible to apply for financial assistance, including those with insurance. We use established guidelines to determine who qualifies and the amount of their discount.

- Uninsured or underinsured patients with family income at or below 400% of the Federal Poverty Guidelines (FPG) will receive a 100% discount off billed charges.
- Uninsured patients with family income greater than 400%, up to 500% of FPG, and whose medical bills exceed 5% of their yearly income are eligible for a discount of between 85% to 70% off billed charges.
- Patients with family income over 500% of FPG and whose medical bills exceed 35% of their yearly income, and insured patients whose medical bills after payments by their insurer(s) exceed 35% of their yearly income, are eligible for a discount of between 55% to 90% off billed charges.

A person who is eligible for financial assistance will never be charged more for emergency or other medically necessary care than the amounts generally billed to individuals with insurance.

## How to apply

You can apply for financial assistance by completing a financial evaluation form and mailing it to 801 7th Ave., Fort Worth, TX 76104, or emailing it to [hospitalbills@cookchildrens.org](mailto:hospitalbills@cookchildrens.org). Financial counselors are also available to assist you with the application process in the Patient Registration department or by calling 682-885-1860.