



Summary of Financial Assistance

Ohio Hospital Care Assurance Program (HCAP). As a participant in the HCAP Program, we offer emergency and other medically necessary services in our hospitals free of charge if you are a resident of Ohio and your income is at or below 100% of the Federal Poverty Guidelines (the FPG).

The following is a summary of financial assistance available at Cleveland Clinic Union Hospital. The Union Hospital Financial Assistance Policy/Program (“FAP”) exists to provide eligible uninsured patients, partially or fully-discounted emergent or medically-necessary hospital care. Patients seeking Financial Assistance must apply for the program, which is summarized herein.

Eligible Services – Emergent and/or medically necessary healthcare services provided and billed by Union Hospital. The FAP only applies for services billed by Union Hospital. Other services that are separately billed by other providers, such as physicians or laboratory, are not eligible under the FAP.

Eligible Patients – Uninsured Patients receiving eligible services who have no insurance or third-party assistance to help resolve their financial liability to the healthcare provider.

How to Apply – Financial Assistance Applications may be obtained/completed/submitted as follows:

- Obtain an application at registration areas and at the cashier window.
- Request an application by mail or visiting in person at the cashier window.
- Download an application from the Union Hospital website: <http://www.unionhospital.org/downloads/financial-assistance/Hospital-Care-Assurance-Program-Application.pdf>
- Mail completed applications (with all documentation information specified in the application instructions) to 659 Boulevard Dover, OH 44622

Determination of Financial Assistance Eligibility – Generally, patients are eligible for financial assistance based on their income level and household size as it relates to the Federal Poverty guidelines. Patients with a family income of 200% or less than the Federal Poverty guidelines and who fully complete and timely file an application for financial assistance that is approved by Union Hospital may be eligible for free care. Eligible uninsured patient that are not eligible for discounts or income is greater than 200% of Federal Poverty guidelines will not be charged more than the amounts generally billed to those patients that have insurance.

For help, or questions please call: Union Hospital’s Patient Financial Services Department at 330.364.0842.