

DO YOU NEED HELP PAYING YOUR ARKANSAS CHILDREN'S BILL?



Arkansas Children's (Arkansas Children's Hospital and Arkansas Children's Northwest) has a Financial Assistance Program (FAP) that helps eligible patients and families with their bills for services received at Arkansas Children's. For emergency and medically necessary care, families eligible for the FAP may not be charged more than the amounts generally billed to insured persons or those covered by federal or state health care programs. At Arkansas Children's, families eligible for FAP are not billed by Arkansas Children's for charges not covered by insurances, state or federal programs or another source.

TO BE ELIGIBLE FOR THE FAP:

- The family has supporting documentation that the household income is less than 250% of the federal poverty level. This is determined by household size and income. For example, in 2020, for a family of four, that's about \$5458.00 per month, or \$65,500 per year in income.
- The patient has been screened for other assistance programs, such as Medicaid.
- The patient is an Arkansas resident. If the patient is not an Arkansas resident, the services are due to an emergency or in accordance with the Out-of-State Acceptance Policy.
- The patient is not an international patient as defined by Arkansas Children's policy.
- The services are medically necessary and are not cosmetic.

To apply for FAP, families should complete an FAP application. Proof of income is required. Applications can be found:

- Online at archildrens.org/FAP
- On the back of your billing statement
- At the time of your appointment by asking to speak with a Financial Counselor at admissions or in any of our outpatient clinics
- On the MyChart patient portal
- By calling 501-364-2500 for Patient Accounts Customer Service to request FAP via mail or email

A notice about the FAP is posted on the Arkansas Children's website, in key areas of our hospitals and clinics and on billing statements. The full policy, this summary, a Spanish application and additional information is available online at archildrens.org/FAP.

You may also write to us at the address below, and we will mail you copies.

FOR MORE INFORMATION

Arkansas Children's Hospital

Admissions, FAP
1 Children's Way, Slot 100
Little Rock, AR 72202
(501) 364-1230

Arkansas Children's Northwest

Admissions, FAP
2601 Gene George Blvd.
Springdale, AR 72762
(479) 725-6966



HOSPITALS • RESEARCH • FOUNDATION

Review the policy at
archildrens.org/FAP