Arkansas Children's (ACH and ACNW) 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 Financial Assistance 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 2021, for a family of four, that's about $5,520 per month, or $66,250 per year in income.
- The patient has been screened for other assistance programs, such as Medicaid.
- The patient is an Arkansas resident; or if not an Arkansas resident, the services were an emergency 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.

Services and supplies that are provided by a third party vendor and billed thru any ACH services provider,are not eligible for AC's Financial Assistance.

Absolute Self Pay Accounts (ASP) are not eligible for Financial Assistance

- ASP is used when verified coverage does not have benefit for elective services and the guarantor still chooses to have services done at Arkansas Children's.
- ASP is used when guarantor has insurance but opts to not utilize the coverage.

To apply for FAP, families should complete an FAP application, and provide income verification. Applications are available on the website, on the back of your billing statement, at the time of your appointment by asking to speak with a Financial Counselor or you may apply on MyChart. Families can also contact Patient Accounts Customer Service or a Financial Counselor to request FAP via mail or email.

A notice about the FAP is posted on the AC website, in key areas of the hospital, and on billing statements. Other information is available online at **archildrens.org/FAP** including the full policy, this summary, the application, and Spanish translation.

This information may also be obtained by contacting Patient Accounts Customer Service by phone at 501-364-2500, Arkansas Children's Hospital Admissions by phone at 501364-1230 or Arkansas Children's Northwest at 479-725-6966, in person at the Admissions Desk at the main entrance to the hospital, or by asking to speak with a Financial Counselor in the Emergency Department or any of the Outpatient Clinics. You may also write to us at the address below and we will mail you copies.

For more information, please contact:

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

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